

TRS STATE CERTIFICATION APPLICATION
TEXAS PUBLIC UTILITY COMMISSION
FCC CERTIFICATION RENEWAL AND SUPPORTING DOCUMENTS

Introduction

Texas Public Utility Commission (TPUC), with the assistance of Telecommunications Relay Service contractor - Sprint Relay - prepared this narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, in response to the **FCC Public Notice DA 07-2761, CG Docket No. 03-123** released on June 22, 2007. Included in the Public Notice are the minimum mandatory FCC TRS requirements under 47 C.F.R. **§64.604 and §64.605** as well as meeting requirements of Request for Proposal (RFP) for provision of Relay Texas as released by TPUC. A copy of this Public Notice and these mandatory requirements are attached as Appendix A and V.

The FCC has requested that each FCC TRS Certification Renewal application responds to the minimum mandatory FCC TRS requirements for providing telecommunication relay services and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

The Appendices included with this TRS Certification Renewal Application are as follows:

- A. Copy of the Public Notice DA 07-2761
- B. TRS, CapTel, STS, IP, VRS Training Outlines
- C. Texas Confidentiality of Conversation Law, TRS, IP, VRS and CapTel Pledge of Confidentiality
- D. E911 Call Procedure
- E. Sprint Carrier of Choice Letter of Invitation
- F. Sprint Outage Prevention Program
- G. Sprint Disaster Recovery Plan
- H. Sprint TRS Standard Features Matrix
- I. Sprint Policy on 10 and 15 minute Rule
- J. FCC TRS Mandatory Minimum Standards & Compliance Matrix
- K. FCC CapTel Mandatory Minimum Standards & Compliance Matrix
- L. Sprint's Report to the FCC on VRS and IP Waivers
- M. Sprint Relay Fact Sheet
- N. Sprint's TSP Press Release
- O. Copy of TRS Information in Telephone Directories
- P. Copy of Telephone Bill Inserts
- Q. Copies of Relay Newsletters
- R. Copy of Annual Report or Other
- S. Copy of Relay Brochures

- T. State legislation or Other establishing TRS program in the State
- U. Copies of Complaint Logs from 2002-2007
- V. Copy of TRS RFP
- W. Copy of Phone Bill with Surcharge Rate or Legislative Order

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Operational Standards

A.1 Communication Assistants (CAs)

§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities

CA Employment Standards

Relay Texas Administrator from TPUC had an opportunity to review training materials of Sprint for its CAs. The Administrator has determined that the training materials provide sufficient training for CAs to meet the CA rule from §64.604.

The administrator has noted that Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. The first step in the CA's hiring practice is a validated test that screens for typing, language skills, and other skills related to the CA position. When an applicant passes the test, a Human Resources representative screens the applicant over the phone or in person, for oral communication skills and work availability. If the applicant passes this step, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. If the supervisor recommends the applicant for employment, the applicant undergoes a drug screen and security/reference check. This process ensures that only qualified applicants are hired to work at a relay center.

Captioned Telephone VCO Service started on June 2004 in Texas. Sprint Relay has a subcontract with Ultratec, which provides an enhanced VCO service called Captioned Telephone (*CapTel*) Services. CapTel uses voice recognition system – voice to text feature with the capacity of CAs to correct any errors manually. Sprint requires that all *CapTel* CAs have a high school graduate equivalency as a minimum qualification for the job.

§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Communication Assistants Training Program

Sprint trainers use adult learning theories; training is adapted to each participant's learning modality; incorporating lecture, visual graphics, flow charts, videos, role playing, and hands-on-call training.

New hires receive training in Deaf Culture, ASL translation, the needs of non-signing deaf individuals, and sensitivity to the needs of persons with hearing and speech disabilities by a qualified person who, if not deaf or hard of hearing, possesses extensive knowledge in this area. During the CA's initial training, they are trained and evaluated on how to accurately reflect the TTY user's communication and on the CA's role in the relay process. CAs' performance based skills such as grammar; spelling and oral communication abilities are evaluated. Sprint works closely with local deaf and hard of hearing communities to identify knowledgeable presenters to assist with the training. Sprint utilizes videos, role-playing, group activities and discussion groups to educate employees on the different needs of their customers to ensure sensitivity towards customers.

Additionally, applicants are given written and hands-on evaluations to demonstrate their ability to spell and type accurately, process a call using live training terminals, and role-play in varying levels of ASL. CAs also receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment.

Please review the Sprint TRS, Speech to Speech (STS), CapTel and Video Relay Service (VRS) Training outlines in Appendix B.

A team of ASL-fluent Sprint employees developed the ASL Training workbooks that are utilized by CAs for ongoing training. These workbooks have been designed to provide supplemental training and to assist CAs toward the mastery of ASL translation on relay calls.

Captioning Assistants Training Program

CapTel CA training includes comprehensive training on the *CapTel* Service Workstation equipment and other instruction including some live call handling experience. All prospective CAs are required to meet all of the CTI standards for becoming a production CA. These standards include the ability to consistently meet call handling skills such as WPM averages, accuracy averages as well as attendance and attitude standards as set by *CapTel* management. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed group and terminated from employment. See Appendix A

All *CapTel* CAs are tested for competency in typing, grammar, and spelling to ensure skills meet the FCC Guidelines. *CapTel* CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures. A captioned telephone users use their own voice and do not type while making a call, therefore there is never an opportunity for the CA to have to interpret typewritten ASL.

CapTel CAs must follow certain guidelines while supporting calls. Below is a list of these guidelines.

- 1.1 The CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible, without intervening in the communications. The CA is permitted to provide background noise identification.
- 1.2 The CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential.
- 1.3 The CA shall be required to meet the FCC standards for TRS minimum transcription speed.
- 1.4 The CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call.
- 1.5 The CA shall pass along a *CapTel* caller's Automatic Number Identification (ANI) to the local Public Service Answering Point (PSAP) if the caller disconnects before being connected to emergency services.

- 1.6 Personnel supporting *CapTel* will have the requisite experience, expertise, skills, knowledge and training and education to perform *CapTel* Services in a professional manner.

Please review the Sprint TRS, STS, *CapTel* and Video Relay Service (VRS) Training outlines in Appendix B for more information on CA training requirements.

CA Quality Assurance Programs

Monthly Surveys

Sprint Relay conducts monthly surveys and formal reviews to monitor and evaluate the continuing training for Sprint Relay TRS CAs as well as Sprint IP CAs. The survey process used is a product of a task force comprised of management staff. It evaluates all areas of work performance, personal effectiveness and attendance. The survey process goals are to respond to customer feedback and provide the CA with clearly defined and objective performance measures. Two surveys are completed on each CA every month and include areas such as Typing Accuracy, Spelling, Conversational English/ASL Translation, Clarity / Enunciation, Caller Control, and Etiquette/Composure.

Quality Assurance Test Calls

To ensure that all CAs are focused on FCC requirements and state contractual commitments, Sprint centers and or an independent third party quality testing firm has been retained by Sprint to perform a total of 700 test calls. Results are provided on a quarterly basis. Feedback and appropriate guiding performance measures for specific components are addressed with each CA.

Sprint Relay also conducts test calls to ensure *CapTel* quality at least once a quarter, but often conducts monthly tests of 100 test calls on *CapTel*.

Relay Program Management and Trainer Test Calls

Additionally, the Operations department and members of the Relay Program Management Team identify areas of concern based on customer feedback, state feedback, individual survey results and customer contacts. Approximately 300 test calls per month are conducted focusing on the identified monthly call-processing topic. Results are compiled and shared with Operations' management. Based on the results, the trainers and management determine if refresher training is required and what method will be used for delivery.

Sprint Relay and the Relay Program Management team also perform test calls for *CapTel* CAs.

§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Transmission of 60 WPM

All Sprint Relay CAs type a minimum of 60 words per minute (WPM). Sprint Relay utilizes an oral-to-type test that simulates actual working conditions. CAs are tested on an ongoing basis to ensure

that a 60 WPM performance requirement is maintained. During this test, Sprint Relay does not use technology-aided transmission to ensure the typing speed. The scores for each CA are the actual words per minute that are typed. The most recent test results were an overall 82.5 WPM with 97% accuracy for all call centers. This applies to Sprint IP and IP wireless relay CAs as well.

Sprint Relay utilizes technological aides during relaying such as pre-programmed macros and auto-correcting software, along with the CA's natural skill, to provide optimal service.

CapTel's voice recognition technology transmits above 100 WPM. While oral to type tests are waived because of this technology; instead oral to text tests are given to all CapTel CAs.

§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

In-Call Replacement of CAs

Sprint Relay requires all CAs to stay on the call for a minimum of 10 minutes, with the exception of Speech to Speech (STS) CAs, who must stay on the call for a minimum of 15 minutes. This is included in the CA training matrix under Appendix B, Module 4I, and the Video Relay Service Training Outline and Qualifications. CapTel CAs also stay on all calls for a minimum of 10 minutes.

§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

When a Sprint relay user requests a CA of the opposite gender of the CA who initially receives the call, the relay user is switched to an appropriate CA as soon as one becomes available. If a change of CA is necessary during the call, every attempt will be made to accommodate the previous gender request.

CapTel CAs are waived from this requirement. See Appendix K, FCC CapTel Mandatory Minimum Standards & Compliance Matrix.

§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.

Sprint CAs transmit and relay all conversations between the caller and the called parties in real time.

CapTel is a transparent service. CAs transmit audio and captioned text conversations from the voice caller to the CapTel user in real time. Since the CapTel user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

A.2 Confidentiality and Conversation Context

§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Confidentiality Policies and Procedures

Texas has long espoused the importance of confidentiality and, in fact, led the nation by passing a state confidentiality law specifically for interpreting and telecommunications relay service. See Appendix C for the copy Texas Confidentiality of Conversation Law.

Sprint Relay has accommodated Texas' confidentiality requirements very well. Relay Texas realized that the measures to ensure confidentiality are crucial to the success of TRS.

In accordance with the FCC and state regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects - all the conversation information is automatically erased from the relay station. No written or taped information regarding the relayed call is kept. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Sprint STS Relay Agents may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

Relay Texas' confidentiality expectations are strictly enforced and Sprint Relay employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Centers, which include the following:

- Prospective CAs undergo a thorough background investigation and screening.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Relay Centers have security key access.
- Visitors are not allowed in Relay work areas.
- Supervisors are present in the work area to observe behavior.

- All Relay Center personnel are required to sign and abide by the Sprint Relay Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Sprint Relay Center's Agreement Regarding Confidential Customer Information requires CAs to:

- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

Please refer to Appendix C for the TRS Pledge of Confidentiality.

CapTel Captioners must comply with the same rules that TRS follows does regarding confidentiality. The *CapTel* confidentiality form is similar to TRS. Below is an explanation of confidentiality as it pertains to *CapTel* Captioners. A copy of the *CapTel* confidentiality form signed by *CapTel* CAs can be found under Appendix C.

Information obtained during a *CapTel* call should not be shared with any person except a member of the *CapTel* management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, *CapTel* in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may have problems, complaints or stress from handling the call. The Captionist may ask to speak to a supervisor or other member of management (as long as it wasn't their call) in a private area.

The success of *CapTel* depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

STS Limited Exception of Retention of Information

At the request of a caller, Sprint Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. No information is kept after the inbound call is released from the CA position.

§64.604 (2)(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Verbatim Relay and the Translation of ASL

Sprint Relay CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

At the request of the relay user, Sprint Relay CAs will translate written ASL into conversational English. All Sprint Relay CAs are able to translate the typed languages of relay users whose primary language may be ASL or whose written English language skills are limited to conversational grammatically correct English. Training is provided on various levels of English/ASL during the initial training, as well as throughout a CAs' employment. In order to finish training successfully, the CA must demonstrate competent skills to translate the calls as requested.

STS Facilitation of Communication

Sprint Relay STS CAs receive training on how to facilitate STS communication without interfering with the independence of the user. STS CAs are evaluated monthly on their ability to facilitate the call without altering content of the conversation or compromising the user's control. Relay Texas users have full control of all of their relay calls.

A.3 Types of Calls

§64.604 (3) (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

Relay Texas Services

Relay Texas provides 24 hour, 7 day-a-week Telecommunication Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Relay Texas also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Relay Texas retain full control of the length and number of calls placed anytime through relay.

CapTel CAs are currently waived for outbound calls because the *CapTel* CA is not involved in the call set up and cannot refuse the call. *CapTel* users dial sequential calls directly therefore it is not possible for a *CapTel* CA to refuse sequential calls or limit length of calls.

CapTel CAs are not waived by the FCC for inbound calls to a *CapTel* user made through a TRS facility. However, if a call is made directly to the captioned telephone access number no set up is involved and the *CapTel* CA cannot refuse to call. Please see Appendix K for more information on these waivers.

§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call. (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied. (iv) Relay services shall be capable of handling pay-per-call calls.

Sprint Relay works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Relay Texas will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

When a TRS or *CapTel* call is placed through Sprint Relay, the user will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, time in between calls and wrap-up time) on toll calls. Billing will occur within 60 days of the call date. Sprint gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Sprint will process calling cards offered by the user's carrier of choice if the carrier is a participant of Sprint's Carrier of Choice (COC) program and as long as Feature Group D is at the Carrier's access tandem. Sprint Relay works with the LECs and IXCs to compile and make available to all TTY or *CapTel* users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay. Sprint was the first provider to process pay-per-calls, beginning with the state of Texas in 1996.

§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Relay Texas provides access to all available relay call types. A complete list of all call types proved by Sprint may be found in Appendix I Sprint Standard Features Matrix.

Except where waived by the FCC, *CapTel* users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a *CapTel* phone. STS and HCO calls are also waived.

§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release Functionality

TTY to TTY Call Release Functionality allows the CA to connect two TTY users and then drop off the line, leaving the two TTY customers connected. This is especially useful for customers needing to use a pre-paid calling card, reach another TTY user through a switchboard or operator, or when needing to speak with a voice user first. With 2-Line *CapTel* service, a *CapTel* user can release or receive captions at any time during a call.

Frequently Dialed Numbers

Frequently Dialed Numbers, sometimes referred to as Speed Dial Numbers, allow relay users to store up to 10 frequently called numbers in their customer preference database along with a name for each entry. When initiating a call the user can then provide the name to Sprint Relay CAs, instead of the entire 10-digit number. The *CapTel* Consumer Premises Equipment (CPE, or *CapTel* phone) is equipped with the ability to program in 3 speed dial numbers, and a recently dialed number.

Three-Way Calling

Customers who have purchased three-way calling from their LEC can use the feature when placing a call through Relay Texas. This feature allows a customer to add a third party to a TRS call. For example, a TTY caller places a call to the Relay and then bridges another TTY person on his or her line. The original TTY caller then requests to place a call to a voice user. The CA will make the connection and Relay the call between the voice party and both TTY users. This process would also apply if there were two voice customers and one TTY user on the line.

Sprint *CapTel* users are also able to participate in a three way call. Although the person using the captioned phone is unable to establish the three-way call, the called party will be able to do so by utilizing the telephone switch hook (or "flash") button on his or her CPE. Thus, Sprint *CapTel* meets the requirement for three-way calling for users of One-Line *CapTel*. For Two-Line *CapTel*, either party can initiate a three- way call should the user purchased this as a LEC option. Sprint *CapTel* users are also able to participate in a conference bridge to speak to three or more individuals.

§64.604(3)(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

When a Relay Texas caller reaches an answering machine, voice mail or interactive menu, the CA informs the relay caller by hitting a macro, which reads (ANS MACH), or (RECORDING) to keep the caller informed of the call progress. The CA then, if necessary, presses a hot key to record the voice announcement and relay the message back to the caller. The CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA relays all of the recorded information to the customer and deletes the recorded message. This technology greatly

reduces the CA work time, as the CA does not need to make multiple outdials. In addition, Relay Texas callers are only charged for the first call. Subsequent redials to leave a message or enter information into an interactive menu are not charged to the customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional out-dials the customer does not incur toll charges.

CapTel users are able to hear and interact directly with the recorded message and makes the selections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The *CapTel* user interacts with the recorded message system directly. This is treated as one call.

Callers to Relay Texas can access 900 services by dialing a free 900 number. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone.

The Relay Texas current 900 number is 900/230-2303.

§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Relay Texas provides both answering machine and voice mail retrieval. Please refer to Appendix I, Standard Call Features Matrix.

Answering Machine

Relay Texas CAs will inform relay users when reaching an answering machine, voice mail or interactive menu. The CA will hit a "hot key" which reads (ANS MACH) or (RECORDING) to keep the caller informed of the call progress.

When reaching a recorded message, the CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA can then play back the recording at a pace that allows them to relay the entire message to the caller, after which the recorded message is deleted. This technology greatly reduces the CA's work time and accordingly, time billed to the Texas.

The CA will type the entire outgoing message verbatim including the option for the Relay User to leave a message if applicable.

The CA will leave the relay user's message in the appropriate mode of communication. Sprint has the capability to leave messages in both voice, text and touch tones (pagers).

Once the CA has left the message on the answering machine or voice mail, the CA will send a pre-programmed response to the relay caller stating:

(UR MSG LEFT) CA XXXXM/F GA

Subsequent redials to leave a message or enter information into an interactive menu are not charged to the customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional outdials, the customer does not incur toll charges. Customers will only be charged for the first call. CapTel CAs are also equipped with the ability to retrieve messages stored on a local answering machine.

Voicemail Retrieval

Relay Texas has the capability to retrieve messages from answering machines by placing an outbound call to a remote location or the same location. When a user requests to retrieve messages at the same location, the CA will instruct the user when to take the handset off the hook and when to begin playing back the messages. The CA will retrieve all messages and relay verbatim. The recorded message will be automatically deleted by the system once the relay call is completed.

The *CapTel* user both hears and interacts directly with the recorded message and makes theselections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The *CapTel* user interacts with the recorded message system directly. This is treated as one call.

A.4 Handling of Emergency Calls

§64.604(a)(4) Handling of emergency calls. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Relay Texas provider meets the requirements of emergency calls by immediately routing 911 calls to an appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 911 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner. With one CA keystroke, Sprint's intelligent CA application utilizes the NPA/NXX information of the inbound caller to immediately cross-reference this information to a national

database containing the ten-digit emergency number for every PSAP. Within seconds, this number is entered in the dial window and the call is then immediately initiated.

Relay Texas considers an emergency call to be one in which the user of the Relay Service indicates they need the police, fire department, paramedics or ambulance. Sprint utilizes a standard E911 database that serves all of the United States and has uniform procedures, as noted below, which are followed at every Sprint Relay Center.

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a hot key.
- The CA terminal will post a query containing the caller's ANI to the E911 database.
- The E911 database currently responds with the telephone number of an appropriate PSAP; automatically dials the PSAP number and passes the caller's ANI to the E911 Service Center.
- The CA will remain on the line and will verbally pass the caller's ANI to the E911 Service Center Operator.

Relay Texas users will be encouraged to dial 911 as their primary means of contacting Emergency Services. However, if a Relay user makes an emergency call through Relay, the Sprint CA will make every effort to correctly route the call to an appropriate PSAP based on the network and user-provided information. As required by the FCC, CAs will remain on the line and give the Emergency Service Provider the caller's telephone number, even if the caller is no longer on the line.

It is Sprint's opinion that in some emergencies, valuable time could be lost if the TTY call were to be transferred to the PSAP, and the results could be life threatening. Therefore, Sprint will allow direct TTY-to-TTY communication in the following scenarios, if allowed by the FCC:

- At the request of the caller,
- At the request of the PSAP Operator or PSAP Supervisor,
- The CA will remain connected and will silently monitor the call, if:
- The PSAP is not capable of receiving and conversing directly with the caller in the modality of the caller (i.e. if the caller is using a communication modality other than TTY, [i.e., VCO, HCO, STS, ASCII, VRS, or Internet Relay]), or
- The CA is having technical trouble transferring the call to the PSAP (i.e., the caller is disconnected from the PSAP; the PSAP cannot establish a TTY connection, etc.).

The CA will assist, as necessary, to maintain communications between the PSAP and the caller. Otherwise, the Sprint CA will remain on the line to provide assistance as necessary to facilitate communication for all emergency calls and will not disconnect until the call has been completed.

Texas has a system in place where there are periodic trainings by deaf and hard of hearing advocates for emergency dispatchers to ensure that they handle emergency calls from persons with hearing loss appropriately.

More information about Sprint's procedure for handling E911 calls, including *CapTel* calls, may be found in Appendix D.

Telecommunications Service Priority Program

Sprint announced on October 31, 2005, that it had completed all milestones in enrolling its Telecommunications Relay Service (TRS) in the FCC's Telecommunications Service Priority (TSP) program. On May 11, 2005, Sprint began implementing TSP throughout its network. On October 31, Sprint successfully activated all 14 call centers under the TSP program. Sprint's participation in the TSP Program strengthens their already robust reliability.

In 1988, the TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

The Sprint TRS network is designed to reroute traffic to other Sprint Relay centers across the country to provide uninterrupted service. However, if a national or regional emergency causes service to be disrupted and the relay call center is unable to receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers (LECs) are required to restore service to the relay call center as rapidly as possible consistent with the priority status assigned to the relay call center. Unlike other TRS providers, when a disaster occurs, Sprint TRS has the ability to reroute calls immediately to unaffected relay call centers and continue processing calls with minimal customer impact.

The Sprint relay call centers participating in TSP are:

- Albuquerque Switch (Albuquerque, NM and Honolulu, HI)
- Austin Switch (Austin, TX and Lubbock, TX)
- Dayton Switch (Dayton, OH and Cayce, SC)
- Independence Switch (Independence, MO)
- Jacksonville Switch (Jacksonville, FL)
- Lemoore Switch (Lemoore, CA)
- New Jersey Switch (Vineland, New Jersey)
- Sioux Falls Switch (Sioux Falls, SD and Moorhead, MN)
- Syracuse Switch (Syracuse, NY and Holyoke, MA)

The TSP program ensures that the Sprint relay call centers are placed on a priority basis to re-establish telephone service for Relay Texas users. Please see Appendix N for a copy of the general press release regarding the TSP program.

A.5 STS Called Numbers

§64.604 (a)(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and

state the telephone number to the STS user. This information must be transferred to any new STS provider.

Sprint's Relay customer database is available to Speech-to-Speech (STS) users. The database can be used to store a list of names, frequently dialed telephone numbers, and customer notes. The database automatically appears on the CA's terminal screen each time a user dials into one of the Sprint relay numbers. The customer database helps to facilitate call set up and conversing preferences for the STS user. Customer profile information contained in the Sprint Customer Database will be transferred to any new provider at the end of the contract term. Currently, STS is waived from Internet Relay, Video Relay and *CapTel* services.

Technical Standards

B.1 ASCII and Baudot

§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

Each Sprint CA position is capable of receiving and transmitting in voice, Baudot including TurboCode™ and E-TurboCode™ as well as ASCII codes. Upon a call being received at the CA position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the baud rate is detected. Intelligent modems allow the CA to handle either voice or data lines from the same CA work station.

This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average CA work time to a minimum.

ASCII rates up to and including 19,200 bps are supported by the Sprint platform. The domestic TTY baud rate of 45.5 and the international rate of 50 baud are also supported.

Currently, ASCII and Baudot requirements are waived for *CapTel* services. For more information about *CapTel* waivers, see Appendix K.

B.2 Speed of Answer

§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Texas has two relay centers: Austin and Lubbock. Texas requires that 80% of relay calls be processed in Texas centers. Texas also requires average speed answer be at 3.3 seconds or better. By complying with the 3.3 ASA requirements, the rule helps ensure that adequate staffing be maintained.

As a result, Sprint Relay has developed the capability to manage a human resource pool that meets staffing requirement. Historical call detail is gathered by 15-minute periods throughout the years of providing TRS service. This historical information is combined with state-specific

information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls.

Sprint meets the federal requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA (abandoned calls are included in this 85/10 Service Level calculation) and meets Texas' requirement of 3.3 ASA. Sprint will ensure that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number.

Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The two Sprint Centers that serve Texas are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the Texas call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations. The data is monitored for both short- and long-term trends to ensure the most cost-effective use of resources.

Sprint also meets requirements for *CapTel* calls. Sprint *CapTel* ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold. Abandoned calls are included in the speed-of-answer calculation. Sprint *CapTel* system is designed to a P.01 standard or greater measured on a daily basis.

§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint has met the federal requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint currently samples every 15 minutes.

Sprint Relay is committed to providing relay users with functionally equivalent telecommunication services as that enjoyed by standard telephone users. To this end, Sprint will continue to answer

85% of all relay calls within 10 seconds. There will be no more the 30 seconds of elapsed time between receipt of dialing information and the dialing of the requested number.

Sprint begins measuring speed-of-answer at the time the call hits the Relay switch. Calls are answered by a live CA and are not to be placed in a queue or on hold after reaching the Relay switch.

Note: Texas RFP requires 3.3 ASA which is the more stringent than 85/10 ASA and Texas imposes penalties if Sprint Relay goes below 3.3 ASA.

Sprint's Service Level calculation for TRS

Sprint's Service Level calculation for all TRS calls, excluding *CapTel*, is described below:

Number of calls handled < 10 seconds / (total calls handled + total calls abandoned)

The SVL is the number of calls handled in 10 seconds or less divided by the total number of calls offered.

(Number of calls offered = total number of calls handled + total number of calls abandoned),

(SVL = Number of calls handled in < 10 / Number of calls offered).

Sprint's Service Level Calculation for CapTel

For *CapTel* users, the number of calls that arrive at the *CapTel* call center will be the number of Calls Offered.

The number of calls that are answered by a CA is the number of Calls Answered.

The time for each call between the time the call arrives at the *CapTel* call center and the time answered by a CA until it is abandoned is the Speed of Answer.

Any time spent in the Voice-in telephone menu is time controlled by the user to enter in the phone number of the CapTel user they are calling. This time is subtracted out from the Speed of Answer time.

The total number of calls with the Speed of Answer as 10 seconds or less is the number of Qualifying Calls.

Qualifying Calls divided by Calls Offered = Service Level (x percent of calls answered within 10 seconds).

Sprint's Weighted Service Level for TRS

Sprint uses a 'weighting' process to combine the results of several Call Centers into a single result:

The 'weighted' service level (SVL) is a calculation that multiplies the number of 'State' calls handled in each center by the center's daily SVL (the outcome is a factor called 'SVL points'). The resultant

'SVL points' for each center that handled that 'State' traffic is then summed. The sum of the 'SVL points' is then divided by the total number of 'State' calls to get a daily 'weighted' SVL.

Sprint will answer 85% of all calls within 10 seconds on a daily basis and will not place a caller in queue or on hold. The ten seconds begins at the time the call is delivered to the Sprint Relay Center and Sprint will ensure that adequate network facilities are available to avoid the possibility of a busy response due to loop trunk congestion.

Sprint's Weighted Service Level for CapTel

While *CapTel* operates two *CapTel* call centers, all calls are directed through one Automatic Call Distributor switch. All calls are answered in the order received and is measured, unweighted, by this switch.

§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

Sprint considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center.

Sprint furnishes the necessary telecommunications equipment, facilities, and system software for the complete TRS operation. Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.

Please see (b)(2)(ii) above.

§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Please see (2) (b)(ii) above.

§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.

Sufficient transmission facilities have been provided to service all traffic levels, including busy hour peaks. Sprint utilizes trunks that are sized to provide a busy hour Grade of Service (GOS) of P.01 or a minimum of 99 out of 100 calls will have unrestricted and immediate access to the call center facilities during the busiest time of day.

Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations.

Sprint ensures no greater than 1% blockage on a daily basis. Sprint offers state Relay customers the advantages of a digital fiber network. Through use of leading switch technology and SONET network survivability techniques, Sprint's network ensures a very low level of call interruption or blockage.

The Sprint network switch architecture is non-hierarchical, that is, all switches are directly interconnected. Sprint switches are processor-controlled using advanced digital technology and are virtually non-blocking. A call across the Sprint network passes over Inter Machine Trunks (IMT) which are engineered at P.01 Grade of Service (GOS) at the busy hour to allow for maximum network call completion. The P.01 GOS requirements ensure that at least 99% of calls to the Relay Center will reach a CA. The Local Exchange Carrier (LEC) network typically utilizes a P.01 grade of service also, and similar blockage rates should apply on their facilities.

§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Performance of inbound traffic on each toll-free number where it enters the Sprint network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state.

§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

Relay Texas does not have the jurisdiction over VRS, however, Sprint Relay complies with this requirement. Please refer to Sprint Relay's report to the FCC under Appendix L.

B.3 Equal Access to Interexchange Carriers

§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Sprint Relay provides Relay Texas callers with the ability to have their intrastate, interstate and international calls carried by any Interexchange carrier who has agreed to participate in the Texas Carrier of Choice (COC) program. When a caller indicates their COC preference, the CA will verify that the requested carrier is a COC participant, if they are, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

The current participating members of Sprint Carrier of Choice program are:

AT&T Communications
Bell South Long Distance
Bestline
Birch Telecom
Broadwing Communications
Broadwing Telecommunications
Cox Communications
Excel Telecommunications, Inc.
Global Crossings Telecommunications
MCIWorldCom
McLeod USA
Qwest Communications
SBC Communications Long Distance
Souris River Telecommunications
Sprint
Telecomm*USA (MCIWorldCom)
Touch America Services, Inc.
U.S. Link
VarTec dba Clear Choice Communications
VarTec Telecom, Inc.
Verizon Long Distance
Winstar
Working Assets
WorldCom
WorldXChange

If a Relay Texas caller does not indicate a COC preference to the CA either on-line or in their customer database (or if their preferred carrier is not a COC participant), the call will be carried over the Sprint network and Relay Texas callers will get 50% discount off the tariffed rates. As with calls carried by Sprint, most COC participants limit billing methods based on the type of line from which the call originates. When the requested carrier is not a COC participant, Sprint has established a procedure where the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and encourage their participation.

Please see Appendix E for a sample of the Carrier of Choice letter sent to carriers when a customer has a preferred interexchange carrier that does not participate in the Sprint COC program.

B.4 TRS Facilities

§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

Relay Texas and Sprint Relay Customer Service are both available 24 hours a day, every day of the year. Sprint utilizes both UPS and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. Sprint IP/IP Wireless, VRS and CapTel Relay Services are also available 24 hours a day, seven days a week.

§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Sprint Relay Network Support Plan

Service Reliability

Sprint's service is provided through an all-fiber sophisticated management control network that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to and a competitive differentiation of the Sprint network.

Network switched services are provided via 49 Northern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for [State].

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

Do everything possible to minimize the impact of a "single point of failure." This includes:

- Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.

- Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.
- Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
- Utilization of established plans to respond effectively to these outages.
- The capability to rapidly deploy network transmission facilities when needed.
- Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.
- The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

Please see Appendix F for Sprint's Route Outage Prevention Programs. Also, please refer to the Disaster Recovery Plan provided in Appendix G for a complete explanation of Sprint's back-up plan.

B.5 Technology

§64.604 (b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.

Sprint is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.

In order to achieve functional equivalence, Sprint will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Sprint receives calling party identifying information including blocking information, from all Relay users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center)

Sprint also provides *CapTel* services, which is recognized as an enhanced VCO service.

Sprint also provides VRS and IP Services to meet the developing new or improved technologies.

For more information on technology provided through Sprint Relay, please refer to Appendix M: Sprint Relay Fact Sheet.

B.6 Caller ID

§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

Sprint Relay offers a network-based Caller ID for all outbound calls which traverse over Sprint's integrated Services Digital Network (ISDN) and SS7 with FGD network. This feature supports Caller ID for all local and long distance calls. In all cases in which it is received, Sprint forwards the calling party's ANI (Automatic Number ID) to the terminating LEC for long-distance calls utilizing Sprint's Feature Group D trunks (FGD). As with standard telecommunications, the terminating LEC may or may not choose to use this ANI information as Caller ID information and pass this on to the terminating number. When passed through, the relay call recipient will be able to see the caller's phone number on their caller ID display (the caller ID option feature must first be purchased through their LEC). When not passed through, as with standard telecommunications, the call recipient will receive a message such as "OUT OF AREA" or "CALLER UNKNOWN."

Functional Standards

C.1 Consumer Complaint Logs

§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

Sprint provides copies of each TRS Customer Contact form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of

the resolution and any other pertinent information to Texas. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to Texas.

By June 15th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1- May 31 to the Texas relay administrators. See Appendix You for the 12-month complaint log report that has been submitted to the FCC.

See Appendix U for a copy of Complaint Log.

C.2 Contact Persons

§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

Texas Public Utility Commission of Texas has ensured that the information at the Commission is kept up to date. The following information has been submitted to the Commission.

Ed Bosson, Relay Texas Administrator,
Office Consumer Protection, Public Utility Commission Texas
TTY/Video Phone (s-vp): 512-936-7147
Voice Users: 800/971-6371
Fax 512-936-7003
E-mail ed.bosson@puc.state.tx.us or relaytx@puc.state.tx.us
Correspondence: Public Utility Commission of Texas
Web Address: www.relaytexas.com or www.puc.state.tx.us/relay/

Mailing Address:
Office Consumer Protection, Ed Bosson, RT Administrator
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

C.3 Public Access to Information

§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including

individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

Appendix O, telephone directories; Appendix P and a copy of telephone bill insert will show publications of relay service for their consumers.

Additionally, Texas PUC and Sprint Relay releases Request for Proposal for Relay Ambassador Project (RAP) on an annual basis to any individuals, groups, agencies or companies. The purpose of RAP is to educate, train, inform, and distribute outreach materials to the following groups: deaf, hard-of-hearing, elderly, speech-disabled, deaf-blind, hearing people, businesses, agencies, organizations, and any other groups that may benefit from learning about Relay Texas.

Relay Texas releases newsletter on a quarterly basis. See Appendix Q for this.

Relay Texas maintains blog/vlog to inform Texans of what is happening in the TRS world; the average hits per month is 15,000. Check out www.edsalert.com. A copy of edsalert.com is at Appendix Q.

Relay Texas brochures are distributed in Texas. See Appendix S for this.

C.4 Rates

§64.604 (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination

Relay Texas users are charged no more for services than for those charges paid by standard "voice" telephone users. Relay Texas users, who select Sprint as their interstate carrier, will be charged 50% the tariff rates, and the users will be invoiced by Sprint Relay. The caller will only be billed for conversation time. Those users, who select a preferred interstate carrier via the Relay Texas COC list, will be rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate. The table below exhibits the discounted rates off Sprint's Message Telephone System (MTS) rates.

	Intrastate	Interstate
Day (7 AM – 6:59 PM)	Use State Specific 50%	50%
Evening (7 PM – 10:59 PM)	Use State Specific 50%	50%
Night/weekend	Use State Specific 50%	50%

C.5 Jurisdictional Separation of Costs

§64.604 (5) Jurisdictional separation of costs—(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Texas relay intrastate and interstate minutes are reported separately and distinctly to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint deducts minutes that the National Exchange Carrier Association (NECA) would reimburse. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, States receive only a 51% deduction for Toll Free and 900 minutes since this is what NECA would reimburse. For NECA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to NECA for reimbursement.

C.6 Complaints

§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

Relay Texas prides itself in being available to relay users by conducting outreach activities, marketing practices, having contact information telephone, video phone, and Instant Message readily available to Texans. It is from these contact information that Texans use to contact Relay Texas Administrator of any complaints. However, in our outreach and marketing activities, we encourage them to file complains by first contacting Relay provider (by contacting supervisor,

customer support or Sprint Account manager), failing that then to Relay Texas Administrator, and finally to the FCC if Texans felt that Relay Texas Administrator failed to meet their needs. Relay Texas has a database of which complaints are logged into.

Sprint has a comprehensive Customer Complaint Tracking program. A supervisor or Operations Administrator is available 24 hours a day to accept complaints, document and forward documentation to the proper source for resolution. Supervisors provide immediate feedback to both the customer and the CA.

Sprint will provide copies of each TRS Customer Contact form, including the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to Texas. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

The complaint resolution procedure outlines the steps to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Relay Program Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. Texas customers also have the option of calling our 24-hour Customer Service department (1-800-676-3777) or the Relay Texas Administrator to file complaints or commendations.

Sprint has the capability to transfer the caller on-line to the Customer Service department. A Customer Service representative will always answer the calls live. The assigned Relay Program Manager is responsible for tracking all commendations and complaints and sending copies of Customer Contacts to the State Relay Administrator by the invoice due date of the following month. To assist customers in identifying contact information for complaints, the toll-free Customer Service number and other contact information is included on all brochures and Outreach materials, including relay web sites.

C.7 Treatment of TRS Customer Info

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service

provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

The Sprint Customer Preference Database includes such items such as types of call, billing information, speed dialing, slow typing, carrier of choice, as well as emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes are included in the customer profile. At the end of the ensuing contract(s) Sprint will transfer all Texas database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

§64.605 State Certification

- (a) (1) Certified state program. Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned "TRS State Certification Application." All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.***

Texas has submitted on a regular basis to the FCC the State Certification Report. Relay Texas RFP specifications do not conflict or circumvent the federal requirement for providing telecommunications relay service. See Appendix V for the TRS RFP. See Appendix W for Public Regulatory Act on TRS. Both of these were registered with Texas Register and publicized with various outreach activities.

64.605(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

Relay Texas understands this section and will comply when substantive change occur.



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 07-2761
June 22, 2007

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES THAT
CURRENT TELECOMMUNICATION RELAY SERVICE (TRS) CERTIFICATION
WILL EXPIRE ON JULY 26, 2008, AND PROVIDES A TIMELINE FOR SEEKING
RECERTIFICATION**

CG Docket No. 03-123

The current TRS certifications for all states and territories will expire on July 26, 2008. Under the TRS regulations, states can apply for “renewal” one year prior to expiration, *i.e.*, July 26, 2007. 47 C.F.R. § 64.605(c).

BACKGROUND

TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with voice telephone users. Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA), codified at Section 225 of the Communications Act of 1934. 47 U.S.C. § 225. Under the statute, TRS services are intended to be functionally equivalent to voice telephone service. The TRS regulations set forth mandatory minimum standards that TRS providers must follow in offering service, and are intended to ensure that TRS meets the functional equivalency mandate. *See* 47 C.F.R. §64.604 (set forth in the attached Appendix).

Because the states have primary responsibility for the oversight and compensation of intrastate TRS, the regulations also set forth the process by which state TRS programs may be certified. 47 C.F.R. § 64.605; *see also* 47 U.S.C. §§ 225(c) & (d)(3)(B). The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. The relevant sections of § 64.605 are set forth in the Appendix.

APPLICATIONS FOR CERTIFICATION:

Applications for certification (or renewal of certification) may be filed with the Commission beginning July 26, 2007. All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech (STS) service. If a state program also offers Internet Protocol (IP) Relay, Video Relay Service (VRS), Captioned Telephone Service, or IP Captioned Telephone Service, the state must also demonstrate that it provides these services consistent with the rules.

Although there is no deadline for filing, renewal applications should be filed by October 1, 2007, to give the Commission time to review and rule on the applications prior to the expiration of the prior certification.

Applications for certification are reviewed to determine whether the state TRS program has sufficiently documented that it meets all of the applicable mandatory minimum standards set forth in Section 64.604. If the program exceeds the mandatory minimum standards, the state must certify that the program does not conflict with federal law.

PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123.

Electronic Filers: Filings may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/cgb/ecfs/>. Follow the instructions provided on the website for submitting electronic filings.

- For ECFS filers, if multiple docket or rulemaking numbers appear in the caption of this proceeding, filers must transmit one electronic copy of the filing for each docket or rulemaking number referenced in the caption. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic filing by Internet email. To get filing instructions, filers should send an email to ecfs@fcc.gov, and include the following words in the subject line or body of the message: get form <your email address>. A sample form and directions will be sent in response.

Paper Filers: Parties who choose to submit by paper must submit an original and four copies of each filing on or before October 1, 2007. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Diane Mason, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-A503, Washington, D.C. 20554 or by email at Diane.Mason@fcc.gov. Parties should also submit electronic disk copies of their certification filing on a standard 3.5 inch diskette or CD-Rom formatted in an IBM compatible format using Word 2003 or compatible software. The electronic media should be submitted in “read-only” mode and must be clearly labeled with the state’s name, the filing date and captioned “TRS Certification Application.”

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, D.C. 20554.

SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE:

DATE	ITEM	FCC ACTION
October, 2007	Public Notices are issued indicating that applications have been received by the Commission and seeking comment	Public Notices are released seeking comment on the filing. Comments due within 30 days and then an additional 15 days for reply comments.
September 2007 – May 2008	Applications for TRS recertification are reviewed for compliance with 47 C.F.R. §§ 64.604 & 64.605.	Deficiency letters are sent to request additional information that demonstrates compliance with the mandatory minimum requirements.
May - July, 2008	Public Notices informing states that their applications for recertification have been reviewed and certification has been renewed.	Public Notice

ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Suite CY-A257, Washington, D.C. 20554, (202) 418-0270. These documents also may be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW., Room CY-B402, Washington, D.C. 20554. Customers may contact BCPI at their web site: www.bcpiweb.com or by calling 1-800-378-3160. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://www.fcc.gov/cgb/ecfs> (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, please contact Diane Mason, Consumer & Governmental Affairs Bureau, Disability Rights Office, at (202) 418-7126 (voice), (202) 418-7828 (TTY), or e-mail at Diane.Mason@fcc.gov.

APPENDIX

RELEVANT RULES:

§64.604 MANDATORY MINIMUM STANDARDS¹

The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.

(a) *Operational standards*—(1) *Communications assistant (CA)*. (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A “qualified interpreter” is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

(v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

(2) *Confidentiality and conversation content*. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

(3) *Types of calls*. (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

¹ Note that some of these requirements have been waived for certain forms of TRS.

(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

(iv) Relay services shall be capable of handling pay-per-call calls.

(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

(4) *Handling of emergency calls.* Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

(5) *STS called numbers.* Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

(b) *Technical standards*—(1) *ASCII and Baudot.* TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

(2) *Speed of answer.* (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

(B) Abandoned calls shall be included in the speed-of-answer calculation.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

(D) The system shall be designed to a P.01 standard.

(E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

(3) *Equal access to interexchange carriers.* TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

(4) *TRS facilities.* (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

(5) *Technology.* No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 *et seq.*

(6) *Caller ID.* When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

(c) *Functional standards—(1) Consumer complaint logs.* (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

(2) *Contact persons.* Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;

(ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and

(iii) The physical address to which correspondence should be sent.

(3) *Public access to information.* Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should

extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

(4) *Rates.* TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

(5) *Jurisdictional separation of costs*—(i) *General.* Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

(ii) *Cost recovery.* Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

(iii) *Telecommunications Relay Services Fund.* Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

(A) *Contributions.* Every carrier providing interstate telecommunications services shall contribute to the TRS Fund on the basis of interstate end-user telecommunications revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.

(B) *Contribution computations.* Contributors' contribution to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to interstate end-user telecommunications revenues. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject carrier must contribute at least \$25 per year. Carriers whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Service providers whose contributions total \$1,200 or more may divide their contributions into equal monthly payments. Carriers shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer & Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.

(C) *Data collection from TRS Providers.* TRS providers shall provide the administrator with true and adequate data necessary to determine TRS fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS operating expenses and total TRS investment in general accordance with part 32 of the Communications Act, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements. The administrator and the Commission shall have the authority to examine, verify and audit data received from TRS providers as necessary to assure the accuracy and integrity of fund payments.

(D) [Reserved]

(E) *Payments to TRS providers.* TRS Fund payments shall be distributed to TRS providers based on formulas approved or modified by the Commission. The administrator shall file schedules of payment formulas with the Commission. Such formulas shall be designed to compensate TRS providers for reasonable costs of providing interstate TRS, and shall be subject to Commission approval. Such formulas shall be based on total monthly interstate TRS minutes of use. TRS minutes of use for purposes of interstate cost recovery under the TRS Fund are defined as the minutes of use for completed interstate TRS calls placed through the TRS center beginning after call set-up and concluding after the last message call unit. In addition to the data required under paragraph (c)(5)(iii)(C) of this section, all TRS providers, including providers who are not interexchange carriers, local exchange carriers, or certified state relay providers, must submit reports of interstate TRS minutes of use to the administrator in order to receive payments. The administrator shall establish procedures to verify payment claims, and may suspend or delay payments to a TRS provider if the TRS provider fails to provide adequate verification of payment upon reasonable request, or if directed by the Commission to do so. The TRS Fund administrator shall make payments only to eligible TRS providers operating pursuant to the mandatory minimum standards as required in §64.604, and after disbursements to the administrator for reasonable expenses incurred by it in connection with TRS Fund administration. TRS providers receiving payments shall file a form prescribed by the administrator. The administrator shall fashion a form that is consistent with parts 32 and 36 procedures reasonably tailored to meet the needs of TRS providers. The Commission shall have authority to audit providers and have access to all data, including carrier specific data, collected by the fund administrator. The fund administrator shall have authority to audit TRS providers reporting data to the administrator. The formulas should appropriately compensate interstate providers for the provision of VRS, whether intrastate or interstate.

(F) TRS providers eligible for receiving payments from the TRS Fund are:

(1) TRS facilities operated under contract with and/or by certified state TRS programs pursuant to §64.605; or

(2) TRS facilities owned by or operated under contract with a common carrier providing interstate services operated pursuant to §64.604; or

(3) Interstate common carriers offering TRS pursuant to §64.604; or

(4) Video Relay Service (VRS) and Internet Protocol (IP) Relay providers certified by the Commission pursuant to §64.605.

(G) Any eligible TRS provider as defined in paragraph (c)(5)(iii)(F) of this section shall notify the administrator of its intent to participate in the TRS Fund thirty (30) days prior to submitting reports of TRS interstate minutes of use in order to receive payment settlements for interstate TRS, and failure to file may exclude the TRS provider from eligibility for the year.

(H) *Administrator reporting, monitoring, and filing requirements.* The administrator shall perform all filing and reporting functions required in paragraphs (c)(5)(iii)(A) through (c)(5)(iii)(J) of this section. TRS payment formulas and revenue requirements shall be filed with the Commission on May 1 of each year, to be effective the following July 1. The administrator shall report annually to the Commission an itemization of monthly administrative costs which shall consist of all expenses, receipts, and payments associated with

the administration of the TRS Fund. The administrator is required to keep the TRS Fund separate from all other funds administered by the administrator, shall file a cost allocation manual (CAM) and shall provide the Commission full access to all data collected pursuant to the administration of the TRS Fund. The administrator shall account for the financial transactions of the TRS Fund in accordance with generally accepted accounting principles for federal agencies and maintain the accounts of the TRS Fund in accordance with the United States Government Standard General Ledger. When the administrator, or any independent auditor hired by the administrator, conducts audits of providers of services under the TRS program or contributors to the TRS Fund, such audits shall be conducted in accordance with generally accepted government auditing standards. In administering the TRS Fund, the administrator shall also comply with all relevant and applicable federal financial management and reporting statutes. The administrator shall establish a non-paid voluntary advisory committee of persons from the hearing and speech disability community, TRS users (voice and text telephone), interstate service providers, state representatives, and TRS providers, which will meet at reasonable intervals (at least semi-annually) in order to monitor TRS cost recovery matters. Each group shall select its own representative to the committee. The administrator's annual report shall include a discussion of the advisory committee deliberations.

(I) *Information filed with the administrator.* The administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form unless directed to do so by the Commission. Subject to any restrictions imposed by the Chief of the Consumer & Governmental Affairs Bureau, the TRS Fund administrator may share data obtained from carriers with the administrators of the universal support mechanisms (*See* 47 CFR 54.701 of this chapter), the North American Numbering Plan administration cost recovery (*See* 47 CFR 52.16 of this chapter), and the long-term local number portability cost recovery (*See* 47 CFR 52.32 of this chapter). The TRS Fund administrator shall keep confidential all data obtained from other administrators. The administrator shall not use such data except for purposes of administering the TRS Fund, calculating the regulatory fees of interstate common carriers, and aggregating such fee payments for submission to the Commission. The Commission shall have access to all data reported to the administrator, and authority to audit TRS providers. Contributors may make requests for Commission nondisclosure of company-specific revenue information under §0.459 of this chapter by so indicating on the Telecommunications Reporting Worksheet at the time that the subject data are submitted. The Commission shall make all decisions regarding nondisclosure of company-specific information.

(J) The administrator's performance and this plan shall be reviewed by the Commission after two years.

(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules.

(6) *Complaints*—(i) *Referral of complaint.* If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously.

(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

(iii) *Jurisdiction of Commission.* After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:

(A) Final action under such state program has not been taken within:

(1) 180 days after the complaint is filed with such state entity; or

(2) A shorter period as prescribed by the regulations of such state; or

(B) The Commission determines that such state program is no longer qualified for certification under §64.605.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) *Complaint procedures.* Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.

(A) *Informal complaints—(1) Form.* An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.

(2) *Content.* An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).

(3) *Service; designation of agents.* The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.

(B) *Review and disposition of informal complaints.* (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail).

(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.

(C) *Formal complaints.* A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:

(1) The name and address of the complainant,

(2) The name and address of the defendant against whom the complaint is made,

(3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and

(4) The relief sought.

(D) *Amended complaints.* An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.

(E) *Number of copies.* An original and two copies of all pleadings shall be filed.

(F) *Service.* (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.

(2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of §1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.

(G) *Answers to complaints and amended complaints.* Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.

(H) *Replies to answers or amended answers.* Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.

(I) *Defective pleadings.* Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.

(7) *Treatment of TRS customer information.* Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

[65 FR 38436, June 21, 2000, as amended at 65 FR 54804, Sept. 11, 2000; 67 FR 13229, Mar. 21, 2002; 68 FR 50977, Aug. 25, 2003; 69 FR 5719, Feb. 6, 2004; 69 FR 53351, Sept. 1, 2004; 69 FR 55985, Sept. 17, 2004; 69 FR 57231, Sept. 24, 2004; 70 FR 51658, Aug. 31, 2005; 70 FR 76215, Dec. 23, 2005]

§64.605 STATE CERTIFICATION.

(a) *State documentation—(1) Certified state program.* Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “TRS State Certification Application.” All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by

the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.

(2) *VRS and IP Relay provider.* Any entity desiring to provide VRS or IP Relay services, independent from any certified state TRS program or any TRS provider otherwise eligible for compensation from the Interstate TRS Fund, and to receive compensation from the Interstate TRS Fund, shall submit documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “VRS and IP Relay Certification Application.” The documentation shall include, in narrative form:

- (i) A description of the forms of TRS to be provided (*i.e.*, VRS and/or IP Relay);
- (ii) A description of how the provider will meet all non-waived mandatory minimum standards applicable to each form of TRS offered;
- (iii) A description of the provider's procedures for ensuring compliance with all applicable TRS rules;
- (iv) A description of the provider's complaint procedures;
- (v) A narrative describing any areas in which the provider's service will differ from the applicable mandatory minimum standards;
- (vi) A narrative establishing that services that differ from the mandatory minimum standards do not violate applicable mandatory minimum standards;
- (vii) Demonstration of status as a common carrier; and
- (viii) A statement that the provider will file annual compliance reports demonstrating continued compliance with these rules.

(b) (1) *Requirements for state certification.* After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation:

- (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and
- (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

(2) *Requirements for VRS and IP Relay Provider FCC Certification.* After review of certification documentation, the Commission shall certify, by Public Notice, that the VRS or IP Relay provider is eligible for compensation from the Interstate TRS Fund if the Commission determines that the certification documentation:

- (i) Establishes that the provision of VRS and/or IP Relay will meet or exceed all non-waived operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the VRS and/or IP Relay provider makes available adequate procedures and remedies for ensuring compliance with the requirements of this section and the mandatory minimum standards contained in §64.604, including that it makes available for TRS users informational materials on complaint procedures sufficient for users to know the proper procedures for filing complaints; and

(iii) Where the TRS service differs from the mandatory minimum standards contained in §64.604, the VRS and/or IP Relay provider establishes that its service does not violate applicable mandatory minimum standards.

(c)(1) *State certification period.* State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.

(2) *VRS and IP Relay Provider FCC certification period.* Certification granted under this section shall remain in effect for five years. A VRS or IP Relay provider may apply for renewal of its certification by filing documentation with the Commission, at least 90 days prior to expiration of certification, containing the information described in paragraph (a)(2) of this section.

(d) *Method of funding.* Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.

(e)(1) *Suspension or revocation of state certification.* The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.

(2) *Suspension or revocation of VRS and IP Relay Provider FCC certification.* The Commission may suspend or revoke the certification of a VRS or IP Relay provider if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. The Commission may, on its own motion, require a certified VRS or IP Relay provider to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a certified VRS or IP Relay provider may not be in compliance with the minimum standards.

(f) *Notification of substantive change.* (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

(2) VRS and IP Relay providers certified under this section must notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet federal minimum standards after implementing the substantive change.

(g) VRS and IP Relay providers certified under this section shall file with the Commission, on an annual basis, a report providing evidence that they are in compliance with §64.604.

[70 FR 76215, Dec. 23, 2005]

Appendix B: Sprint TRS, STS, CapTel, and VRS Training Outlines

Sprint TRS Training Outline

Module	Module Description
Module 1	Orientation <ul style="list-style-type: none"> Objectives Welcome & History Future of Sprint What is Relay? CA Training Call Flow Chart
Module 2	Phone Image <ul style="list-style-type: none"> Objectives Introduction Communicating Information Using Conversational Tone Managing Dissatisfied Customers
Module 3A	Overview of System and Equipment <ul style="list-style-type: none"> Objectives Logging In Logging Out Screen Display Checking for Understanding Headsets Modem Error Correction Keyboard Last Typed Macro Feature English Macros Spanish Macros Telephony Terms
Module 3B	Interactive Terminals <ul style="list-style-type: none"> Knowing Your TTY Closing a Conversation Typing Background Noises
Module 3C	Overview of System and Equipment (FRS Only) <ul style="list-style-type: none"> Malfunctions Relay Procedures Confidentiality Statistics Handling Obscene Calls Requesting a Supervisor Reporting Macros
Module 4A	Call Processing Procedures <ul style="list-style-type: none"> Objectives Your Role as CA Call Processing for All States

Module	Module Description
Module 4B	Destinations of Traffic <ul style="list-style-type: none"> ▪ Destinations not Allowed ▪ IntraLata Competition ▪ State Differences
Module 4C	Answering Machines and Audiotext <ul style="list-style-type: none"> ▪ Record Feature ▪ Voice Answering Machine ▪ Voice to TTY Answering Machine ▪ Information Line ▪ Audiotext ▪ Voice Mail ▪ Pagers/Beepers (TTY-Voice) ▪ Pagers/Beepers (Voice - TTY) ▪ Variations ▪ Answering Machine Retrieval
Module 4D	Voice Originated Calls <ul style="list-style-type: none"> ▪ Local Call Description ▪ Toll Free and Paid ▪ Paid over Sprint Network ▪ Paid over Alternate Carrier ▪ Variations
Module 4E	Long Distance Calling <ul style="list-style-type: none"> ▪ FONcard ▪ LEC Card ▪ Optional Cards ▪ Pre-Paid Cards ▪ Collect ▪ Third Party ▪ Immediate Credit
Module 4F	VCO and HCO <ul style="list-style-type: none"> ▪ Voice Carry Over (VCO) ▪ Inbound VCO Branding ▪ Busy Line ▪ No Answer ▪ Two-Line VCO ▪ Hearing Carry Over (HCO) ▪ Non-Branded HCO ▪ Branded HCO

Module	Module Description
Module 4G	Alternate Call Types <ul style="list-style-type: none"> ▪ VCO to VCO ▪ VCO to TTY ▪ TTY to VCO ▪ HCO to HCO ▪ HCO to TTY ▪ TTY to HCO
Module 4H	Customer Database <ul style="list-style-type: none"> ▪ Customer Database Feature ▪ Customer Notes Window ▪ UCR Main Menu ▪ Name Submenu ▪ COC Submenu ▪ InterLata COC ▪ IntraLata COC ▪ Billing Method Window ▪ Billing Options ▪ Numbers Submenu ▪ Emergency Numbers ▪ Frequently Dialed Numbers (FD) ▪ Blocked Numbers ▪ Customer Notes
Module 4H	Customer Database <ul style="list-style-type: none"> ▪ Preferences ▪ Answer Type ▪ Language Type ▪ Outdial Restrictions ▪ Macros ▪ Last Number Redial

Module	Module Description
Module 4I	Variations <ul style="list-style-type: none"> ▪ Busy Signals ▪ Poor Connection ▪ No Answer ▪ Request for Information ▪ Speech Impaired ▪ Pacing Voice Customer ▪ Profanity towards CA ▪ Request for M or F CA ▪ CA Knows Customer ▪ Suicide ▪ Abuse ▪ Illegal Calls ▪ Sensitive Topics ▪ Redialing ▪ Switchboards ▪ Young Children ▪ Inbound ASCII ▪ Repeating Information ▪ Request for Relay Number ▪ Restricted Calls ▪ ASCII on Outbound Line ▪ Regional 800 ▪ Two Calling From Numbers ▪ LEC Service Office ▪ Double Letters ▪ Call Waiting ▪ Conference Calls ▪ Three-Way Calling ▪ Changing CAs ▪ 800 Number Referral ▪ Hard-of-Hearing Customer ▪ Call Backs for TTYs ▪ Multiple Calls
Module 4I	Variations <ul style="list-style-type: none"> ▪ Call Modification ▪ Holding ▪ Alternate Language ▪ Typing in Parenthesis ▪ Product Information ▪ Spanish Calls ▪ Voice Customer Hangs Up ▪ Variable Time Stamp ▪ TTY Customer Hangs Up ▪ Conversation being Recorded ▪ Prompting Voice for "GA" ▪ Non-Standard TTY Capability ▪ Internet Characters ▪ TTY does not type "GA" ▪ Cellular Long Distance Calls ▪ Party Line Calls

Module	Module Description
Module 5	Emergency Call Processing <ul style="list-style-type: none"> Emergency Calls Non-Emergency Calls Emergency Incident Form
Module 6A	Performance and Procedures <ul style="list-style-type: none"> Performance Measurement Plan Quality Customer Service Commitment Personal Effectiveness Assessment Survey and Replay Emergency Procedures Emergency Assistance Form Checking for Understanding
Module 6B	Healthy Relay <ul style="list-style-type: none"> Introduction Analogy Stretching Exercises CA Reinforcement Ergonomic Review Setting up Workstation GUAM - Get up and move
Module 6B	Healthy Relay <ul style="list-style-type: none"> Ergonomic Relief Slowing the Customer Overtime Relaxation
Module 7A	Responding Positively <ul style="list-style-type: none"> Stress Management Thoughts and Feelings Relaxing Emotionally Thinking Powerfully Exercise Nutrition Relaxation/Meditation Energy Resource Assessment Suggested Reading Leader's Notes
Module 7B	Healthy Detachment <ul style="list-style-type: none"> Interactive Communication TDD Communication Potential Stressors Detaching
Module 8	Assessing Performance <ul style="list-style-type: none"> Assessment Process Coaching Feedback Pass/Fail Guidelines Role Plays

Module	Module Description
Module 9	Supervisor as Trainer and Coach <ul style="list-style-type: none"> ▪ Introduction ▪ Objectives ▪ Being a Coach/Trainer ▪ An Adult Learner ▪ Giving Effective Instruction ▪ Feedback
Module 10	A Healthy Approach to Relay <ul style="list-style-type: none"> ▪ Learning Continuum ▪ Adult Education ▪ Dale's Cone of Experience ▪ Elements of Lesson Design ▪ Preparation for Training ▪ Warm Ups ▪ Voice Inflection ▪ Handling Interruptions ▪ Prep for Final ▪ Hearing Thru (TDD - Voice) ▪ Hearing Thru (Voice - TDD) ▪ Voice Thru (TDD - Voice) ▪ Voice Thru (Voice - TDD) ▪ Audiotext ▪ Information Lines ▪ Business Answering Machines ▪ Residential Answering Machines ▪ Beepers ▪ Spanish Answering Machine ▪ TTY Answering Machine

Speech-to-Speech Training Outline

Module 1	Orientation	
	<ul style="list-style-type: none"> Objectives Welcome & Introductions Description History 	What is Speech to Speech Differences from Relay Agent Training
Module 2	Speech to Speech Customers	
	<ul style="list-style-type: none"> Objectives Introduction Phone Image Characteristics of Speech to Speech Customers Breaking the Stereotypes 	Varying Speech Patterns Voice Synthesizers Types of Calls Transparency & Confidentiality Phrases
Module 3	Attributes of STS CAs	
	<ul style="list-style-type: none"> Objectives Patience Concentration Listening Skills 	Caller Control Sensitivity and Understanding
Module 4A	Call Processing Procedures	
	<ul style="list-style-type: none"> Objectives Your Role as CA Billing Directory Assistance Changing CAs 	
Module 4B	Answering Machines and Audiotext	
	<ul style="list-style-type: none"> Answering Machines SA to SD Answering Machine Busy/Disconnects Audiotext Message Pagers/Beepers 	
Module 4C	Emergency Call Processing	
	<ul style="list-style-type: none"> Emergency Services EM Numbers Emergency Incident Form 	
Module 4D	Variations	
	<ul style="list-style-type: none"> Outbound to Relay Personal Conversations Operator Calls Talking on Hold Keeping the Customer Informed Differentiating STS and Relay Outdialing to STS 	Using GA Spelling Announcement 900 Calls Request to Hold SD to SD through STS Non STS Calls

Sprint CapTel Training Outline

1.0 Training Summary Outline

1.1 Introduction/Tour

Introductions: Lead trainer, training assistant, Call Center director, and other administrative personnel that may be involved in the first day of training. Prospective CAs are given a tour of the building and the facilities. Each individual is given a security passkey and shown how to use it. The CTI building is a secured facility and the passkey is needed to enter the parking lot after normal business hours, enter the building and gain access to the Call Center floor by stairway or elevator.

1.2 Human Resources Overview

The Human Resource coordinator meets with each group to go over required employment paperwork for the State of Wisconsin, Call Center policies, non-disclosure agreement, confidentiality requirements, expected standards that must be met to pass out of training, and current scheduling needs.

1.3 Videos

Several videos are shown to better demonstrate the job of a CA and how the technology works and how it provides improved communication for our clients. After each video, questions are answered or clarified as needed.

1.4 Mini Demonstration *CapTel* Phone

A brief explanation of the *CapTel* phone and the captioning system is given including commonly used terminology when referring to each party involved in a call. Each trainee is then able to place a short call to experience using the *CapTel* phone. This helps individuals to better understand what we are asking them to provide our clients and what the client experiences.

1.5 Introduction - Developing a Personal Voice Profile

Developing a personal voice profile is the most important step to successfully process *CapTel* calls. CAs are given specific instruction as to how to speak, how to sit, and how to utilize the computer and headset to gain optimal accuracy.

1.6 Introduction - Training Program

The *CapTel* training program allows individuals to listen to various pre-recorded scripts and "re-voice" what they hear directly into the recognition program. Individuals are coached to focus on developing the proper re-voicing technique. This simulates the conversation or voice of the hearing person and having to repeat those words to the computer accurately. Through the progression of various training scripts CAs work to improve their speed of speech while maintaining accurate pronunciation of words based on each script.

1.7 Introduction - Call Handling Tools

Macros are utilized to aid in the speed and accuracy of calls. CAs listen to pre-recorded scripts that consist mainly of macro type words and learn to utilize the macros accordingly.

1.8 Introduction - Call Handling Skills –Pacing a Conversation

CAs are introduced to further call handling skills that allow them to pace various calls in order to provide accurate captions.

1.9 Introduction - Call Handling Skills – Inserting Words

CapTel trains its CAs to insert particular words that the Voice Recognition is not able to caption successfully or in a consistent manner. These words include such things as people's names and regional cities and towns.

1.10 Introduction – How to Handle Various Recordings

CAs are introduced to various types of calls and how to handle each. The importance of verbatim transcription, confidentiality, accuracy and speed are reviewed. CAs view a demonstration by the training assistant, and then each CA is assigned scripts relating to answering machines and automated recordings.

1.11 Introduction & Demo of *CapTel* Conversation

Each trainee observes each end of the "telephone call", (CA, *CapTel* user, hearing person). Each CA assists in making "live" calls to other trainees. This encourages each CA to observe and experience what our clients experience on every call. It also allows the CA who is captioning an opportunity to practice their learned techniques on more realistic, true to life calls.

2.0 Introduction to Call Simulation

Live call simulation allows CAs to gain exposure to real incoming calls landing on the production floor, however they do not interfere with the quality of captions going to the *CapTel* user. New CAs are paired with experienced CAs on the production floor to observe and listen to live calls.

2.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive their first official timing for speed and accuracy baseline timings provide a progress report for each CA and develop a list of improvement areas. This measures the quality and accuracy of re-voicing.

2.2 Review of Baseline Timings

Training Scripts are assigned to the group. One at a time, each CA meets with the trainer to review their baseline timings. Feedback and review of standards and expectation are given.

2.3 Introduction to Correction Tool

The correction tool is introduced to provide CAs with another opportunity to provide the highest quality captions.

2.4 Review Training Elements

CAs meet as a group with the trainer to review the various elements that enable them to provide the quality of captions we expect from each CA.

3.0 Monthly Timing Policy

CTI's monthly timing policy is reviewed with all CAs. The importance of successfully passing these timings is emphasized.

3.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive an official timing. This second timing is a base-line timing in which re-voicing accuracy and call handling skills along with the ability to correct errors are evaluated. Each CA is unaware of when the timing will occur.

4.0 Production Floor Orientation

Current supervisors meet with the group of CAs to go over specific Call Floor procedures, expectations, break adherence, time clock, lockers, emergency plans, and point of contact individuals for questions and assistance.

CAs continue to progress onto the production floor and practice in the training room as needed. CAs are timed each day and progress is reviewed until a CA meets the expected standards or it is determined the individual is not suited for the position. Action is taken as necessary.

Appendix C:

Texas Confidentiality of Conversation Law

House Bill No. 1132

AN ACT

relating to confidentiality of conversations in which one of the parties is hearing or speech impaired; providing a criminal penalty.

Be it enacted by the Legislature of the State of Texas:

SECTION 1. Title 4, Human Resources Code, is amended by adding Chapter 82 to read as follows:

CHAPTER 82. CONFIDENTIALITY OF INTERPRETED, TRANSLITERATED, OR RELAYED CONVERSATIONS

Sec. 82.001. DEFINITIONS. In this chapter:

(1) "Qualified interpreter" means a person employed as an interpreter who holds a current certification issued by the Board of Evaluation of Interpreters, or another current certificate that the Texas Commission for the Deaf determines is comparable or appropriate and approves.

(2) "Relay agent" means a person employed to relay conversations for a person who is hearing impaired or speech impaired over a dual-party telephone system.

Sec 82.002. CONFIDENTIALITY OF CONVERSATIONS. A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who is hearing impaired or speech impaired is a conduit for the conversation and may not disclose or be compelled to disclose, through reporting or testimony or by subpoena, the contents of the conversation.

Sec 83.003. CRIMINAL PENALTY. (a) A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who is hearing impaired or speech impaired commits an offense if the qualified interpreter or relay agent discloses the contents of the conversation, unless the qualified interpreter or relay agent obtains the consent of each party to the conversation.

(b) An offense under this section is a Class C misdemeanor.

SECTION 2. This Act takes effect September 1, 1991, and applies only to a conversation that is interpreted, transliterated, or relayed on or after the effective date of this Act. A conversation that is interpreted, transliterated, or relayed before the effective date of this Act is governed by the law in effect on the date the conversation was interpreted, transliterated, or relayed, and the former law is continued in effect for that purpose.

SECTION 3. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency and an imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended, and this rule is hereby suspended.

Passed by the House on May 2, 1991, by a non-record vote; passed by the Senate on May 25, 1991: Yeas 31, Nays 0.

Approved June 5, 1991.

Effective September 1, 1991.

TRS Pledge of Confidentiality

RELAY CENTER CODE OF ETHICAL BEHAVIOR

AS PART OF THE RELAY SERVICES ORGANIZATION, ALL EMPLOYEES, CONTRACTORS AND VISITORS ARE BOUND TO THE LAWS OF THE STATE AND THE FOLLOWING GUIDELINES:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION IS TO BE STRICTLY CONFIDENTIAL. The employee, contractor or visitor shall not reveal any information acquired during or observing a relay call. Any call-related questions or problems are to be discussed with management.
2. NOTHING IS TO BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall transmit exactly what is said in the way that it is intended in the language of the customer's choice.
3. NOTHING IS TO BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.
4. TO ASSURE MAXIMUM USER CONTROL, THE EMPLOYEE WILL BE FLEXIBLE IN ADAPTING TO THE CONSUMER'S NEEDS.
5. EMPLOYEES WILL STRIVE TO FURTHER COMPETENCY IN SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

I have read and understand the Relay Center Code of Ethical Behavior. I agree to comply with this Code and any applicable State and Federal laws pertaining to Telecommunications Relay Services and understand that failure to do so will lead to company disciplinary action that may result in my termination and criminal prosecution.

EMPLOYEE/CONTRACTOR/VISITOR SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE DATE

CapTel CA Pledge of Confidentiality

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the *CapTel* management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any *CapTel* call.
- I will not act upon any information received while processing a *CapTel* call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel* Inc.
- I will not share any information about *CapTel* calls with anyone except a member of the *CapTel* Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel* Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel* Inc. management staff.
- I will not share with anyone any technical aspect of my position at *CapTel* Inc. unless asked by a member of the *CapTel* Inc. management staff.

- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at *CapTel* Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date

Appendix D: E 911 Call Procedure

Sprint uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the nearest Public Safety Answering Point (PSAP). Sprint considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the correct PSAP:

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a "hot key".
- The CA's terminal sends a query to the E911 database containing the caller's geographic area ANI.
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number, and automatically passes the caller's ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller's ANI onto the E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller's ANI to the E911 center operator.

When a CapTel user dials 9-1-1, Sprint will route the call directly to the most appropriate PSAP. The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.

If a CapTel user had only one line connected to their CapTel phone, captions will not be engaged on the call. A prompt on the phone will instruct the CapTel user how to communicate with the 9-1-1 center to request Voice-Carry-Over communications to begin. The PSAP would be engaged in typing directly to the user, and the user would be able to speak to the 911 dispatcher.

Appendix E Sprint Carrier of Choice Letter of Invitation



(date)

(name)

(Company name)

(address)

(telephone)

(fax)

(e-mail address)

Re: (Customer's name and phone number – requested LEC for COC)

Thank you for your interest to complete (Company Name) Long Distance calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use (Company Name) LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS. The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1. If you are a participating member at Sprint Carrier of Choice program, please disregard.

2. If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Non-facility based provider

1. If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.
2. If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

3. Your CIC codes or your underlying toll carrier CIC codes associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.
4. You or your underlying toll carrier will need to support SS7 tandem interconnection.
5. You or your underlying toll carrier will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair **60, 66, and 67**.
6. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

***Note:** For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.*

Attachment B lists Access Tandem Interconnection locations which Sprint TRS is connected with. The best way to provide access to your Toll network through relay service for your customers is to designate the 13 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem. *Attachment C* is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 45 to 90 days). **Information obtained from the carriers will be used solely for the purpose of providing equal access for (Company Name) LD customers and shall be held proprietary.**

Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-

win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue. Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call (Account Manager) at (phone number) or email at (e-mail address).

Sincerely Yours,

(your name)

CC: Michael Fingerhut, Federal Regulatory, Sprint
Angela Officer, Program Manager, Sprint

Attachment A

Current participating members (facility-based providers) at Sprint TRS Carrier of Choice:

<u>Entity</u>	<u>CIC Code</u>
AT&T Communications	0288
Bell South Long Distance	0377
Bestline	0302
Birch Telecom	0678
Broadwing Communications	0948
Broadwing Telecommunications	0071
Cox Communications	6269
Excel Telecommunications, Inc.	0752
Global Crossings Telecommunications	0444
MCIWorldCom	0222
McLeod USA	0725
Qwest Communications	0432
SBC Communications Long Distance	5792
Souris River Telecommunications	0770
Sprint	0333
Telecomm*USA (MCIWorldCom)	0220, 0321, 0835, 0987
Touch America Services, Inc.	0244
U.S. Link	0355
VarTec dba Clear Choice Communications	0636
VarTec Telecom, Inc.	0465, 0638, 0811, 0899, 5111
Verizon Long Distance	5483
Winstar	0643
Working Assets	0649
WorldCom	0555, 0987
WorldXChange	0502, 0834

Updated: 8/12/07

Attachment B

Access Tandem Interconnection Locations

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated: 8/12/07

Attachment C

S A M P L E Letter of Authorization

< DATE >

<Name>, Account Manager

<Street1> <Street2>

<City>, <State> <Zip Code>

FAX: <Fax. No.>

This letter of authorization has been issued to give Sprint TRS permission to send < Toll Carrier Company Name > toll traffic associated with 1+, 0+, and 0- and International dialing through Sprint TRS at the < Regional COC Tandems >.

1. Regional COC Tandems

You will need to provide Sprint with the following:

Toll Carrier: < insert name>

CIC Code: <insert CIC>

Underlying Toll Carrier: <insert name>

Underlying Carrier CIC Code: <insert CIC>

Choose Tandem Below

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated 8/12/07

2. Call Type Restrictions

< Toll Carrier Brand Name > will accept any intrastate, international and operator services call types that will be routed to the < tandem location(s) > tandems.

OR

< Toll Carrier Brand Name > will accept any (*specify intrastate, interstate, international, and operator services*) call types except for (*specify what call types and restrictions*) that should not be routed to the < tandem location > tandems.

If there are any questions regarding this letter of authorization, please contact < Name >, < Job Title >, < Department Name > at xxx-xxx-xxxx.

Sincerely, < Name >< Job Title >, < Department Name >

Appendix F: Sprint Route Outage Prevention Programs

Call Before You Dig Program

This program uses a nationwide 800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operations department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network is managed and controlled by a National Operations Control Center (NOCC) located in Overland Park, KS. As a back up, a secondary NOCC is located in Lenexa, KS. The NOCC is designed to provide a national view of the status of the network as well as to provide network management from a centralized point. The NOCC interfaces with the Regional Control Centers (RCCs) to obtain geographical network status. The RCCs are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the NOCC.

The NOCC and RCC work closely with the ESOC in cases where a network problem may affect Texas operations. In cases such as these, the NOCC or RCC immediately alerts the ESOC of the situation so that appropriate steps can be taken to minimize service impacts. The NOCC and RCCs also serve as reference points for the ESOC when problems are detected in the TRS center that are not the result of internal center operations.

Network Management

Commitment to a digital fiber optic network permits Sprint to use a single transmission surveillance protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle is identification and correction of potential problems before they affect the Texas call capabilities.

Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the RCCs located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the NOCC in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile fiber optic network and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensures an expedited response to potential problems in both switched and private line networks.

In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- CDR recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until commercial power is restored.

CAPTEL OUTAGE PREVENTION

Sprint will provide FCC compliant *CapTel* service from the two *CapTel* Service Centers in Madison and Milwaukee, WI. Sprint's *CapTel* vendor *CapTel Inc.* (CTI) operates the two current *CapTel* Service Centers in the nation. These unique Centers operate with enough terminals for 200 agents each, along with support personnel, Technicians, and Supervisors.

Both *CapTel* Service Centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two *CapTel* Service Centers ensures minimum interruptions in service if something unexpectedly halts operations in one Center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

Appendix G: Disaster Recovery Plan

Sprint's comprehensive Disaster Recovery Plan developed for Texas details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Texas Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation of Texas is the Intelligent Call Router (ICR) technology that Sprint employs. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately directs calls to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Communications Assistants (CAs) are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore Texas to its full operating level in the shortest possible time.

Texas Notification Procedure

To provide Texas with the most complete and timely information on problems affecting their TRS, the trouble reporting procedure for Texas will include three levels of response:

- A 3-hour verbal report
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the Texas within three hours if a service disruption of 30 minutes or longer occurs. For service disruptions occurring outside normal business hours, the initial report will be provided by 8:30 AM on the next business day. This initial report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full service to Texas has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Texas Administrator within five business days of return to normal operation. Examples of service disruption to Texas include:

- ACD failure or malfunction
- Major transmission facility blockage
- Threat to Texas CA's safety or other CA work stoppage
- Loss of CA position capabilities

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, KS.

Disaster Recovery Procedures

If the problem is within the relay center serving STATE, maintenance can usually be performed by the on-site technician, with assistance from Sprint's ESOCC. If the problem occurs during non-

business hours and requires on-site assistance, the ESOC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

Time Frames for Service Restoration

Complete or Partial Loss of Service Due to Sprint Equipment or Facilities

- **Sprint Call Center Equipment** - A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.
- **Sprint or Telco Network Facilities** - For an outage of facilities directly serving Texas, incoming TRS calls will immediately be routed to one of ten other centers throughout the US. No calls will be lost. Repair of fiber or network facilities typically requires less than eight hours.
- **Due to Utilities or Disaster at the Center** - Immediate rerouting of traffic occurs with any large-scale center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.
- **Due to Telco Facilities Equipment** - A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the call center. In this case, normal Sprint traffic rerouting will apply. For a failure at a telco central office - In (CITY), for example, only local (CITY) residents would be affected until the Telco has performed the necessary repairs. For situations like this, it will be at Sprint's discretion to dispatch a technician. The normal Telco escalation procedures will apply. The Telco escalation process is all during the normal business day; therefore, a trouble may be extended from one day to the next.

Trouble Reporting Procedures

The following information is required when a Texas user is reporting trouble:

- Service Description ("Texas")
- Caller's Name
- Contact Number
- Calling to/Calling from (if applicable)
- Description of the trouble

Service disruptions or anomalies that are identified by Texas users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week. The Customer Service agent creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the ESOC will handle calls from the Customer Service agents 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's 11 TRS Call Centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

MTTR is defined and detailed in Tables A-1 and A-2:

Table A-1 Time to Investigate + Time to Repair + Time to Notify

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table A-2 Current MTTR Objectives

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

Escalation Procedures

If adequate results have not been achieved within two hours, a Texas user may escalate the report to the next level. Table A-3 details the escalation levels.

Table A-3 Escalation Levels

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913) 253-4394 Cell Phone Number Cell Phone 913-484-2263
3	Senior Manager, Technical Staff	Office Phone Number (913) 253-4396

Service Reliability

Sprint's service is provided through an all-fiber sophisticated management control networks support backbone networks with digital switching architecture that. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network, with significant fiber miles in Texas, provides critical advantages over the other carriers. These advantages include:

- **Quality**

Since voice or data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

- **Economy**

The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.

- **Expandability**

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

- **Survivability**

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to Texas, and a competitive differentiation of the Sprint network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). The 18 LATAs in Texas are served by 83 Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With 83 POPs in the state, all areas will be adequately serviced by Sprint.

Switched services are provided via 49 Northern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services. Texas would primarily be served by the DMS switches in Fort Worth, with other diversely located facilities also serving Texas.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET, and Signaling System 7.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control centers. These factors combine to assure outstanding network performance and reliability for Texas.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Sprint Outage Notification from CapTel Service Center

Performance at the *CapTel* Service Center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the *CapTel* Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the *CapTel* Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
 - An accidental switch rebooting
 - Loss of transmission facilities through the telephone network
 - Terrorist attack
 - Bomb threat or other work stoppage
 - Sudden loss of agent position capabilities.
 - Impact to minimum ASA / Speed of Answer times
 - Acts of God

Contact from the *CapTel* Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint Procedure for Outage Notification to Contract Administrators during Business Hours

Upon receiving notification from CTI during business hours (8AM to 5PM CT), Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 468-4345 M: (925) 895-9176 E: John.E.Moore@sprint.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable CA positions or, local area network outages, the *CapTel* Center on-site technician will notify *CapTel* Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 15 minutes will be email to the state Contract Administrator.

If the problem is within the *CapTel* Center, maintenance can usually be performed by the on-site technicians. Hardware spares are retained at the *CapTel* Service center to allow for the most common type of repair required without the ordering of additional equipment.

Sprint Procedure for Outage Notification to Contract Administrators outside of Business Hours

Upon receiving notification from CTI outside of business hours (5PM to 8AM CT, Monday through Friday, and all day Saturday, Sunday and holidays), John Moore (or Angie Officer) will notify Contract Administrators immediately by email of an outage if possible, but by no later than 8AM CT the next business day. Follow-ups and post-mortem will still be provided within the required guidelines.

Disaster Recovery Follow-Up

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

Disaster Recovery Post-mortem documentation

72 hours (3 days) after the outage is resolved, CTI will need to provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point of contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are or were impacted?
- 4) What is the solution to restore service?
- 5) What is the time that service will be or was restored IN CENTRAL TIME?
- 6) What will *CapTel*, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

Time Frames for Service Restoration

Complete loss of service due to equipment -

- Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- Two hours at first level
- Four hours at second level
- Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

Partial loss of service – Due to Equipment

- Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- Eight hours at first level
- Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

Trouble Reporting Procedures (for Individual Customers to Customer Service)

All calls concerning customer service issues should be placed by dialing the *CapTel* Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English only. A Customer Service agent will take information concerning:

- Caller's Name
- Contact Number
- Calling to / Calling from (if applicable)
- Description of the trouble

Report service affecting trouble to Customer Service during normal business hours, 8:00 AM to 5:00 PM Central Time, Monday through Friday. Normal business hours do not include Saturday, Sunday, and holidays.

Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(877) 437-4660 Pam.Frazier@captelmail.com

Table 4 – CapTel Customer Service Escalation Procedures

Hours outside the normal business day are 5:00 PM to 8:00 AM Central Time for every day of the week (Monday through Friday), and all day Saturday, Sunday, and holidays. Outside of normal business day hours, a recording will play and trouble calls can leave a message for customer service to follow up during the next business day.

The recording played to customers outside of CapTel customer service business hours:

Thank you for calling CapTel customer service. Our hours are Monday through Friday from 8AM to 5PM central time. You may try again during business hours or leave a voice mail message by pressing 3 now.

If the "3" button is pressed, then the customer will hear the following message:

Thank you for calling CapTel customer service. We are unable to take your call at this time. Please leave a detailed message with your name and phone number with area

code, or email address, and a reason for your call, and one of our representatives will return your call as soon as possible.

Alternative usage for CapTel phone during outage for VCO users.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 711 (user must dial only 711 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call.

Appendix H: Sprint TRS Standard Features Matrix

Mandatory Features	Description/Benefits	Cost
Answering Machine Retrieval	This feature allows Relay callers to retrieve their answering machine or voice-mail messages through the CA (Relay Agent, Relay Operator, Communication Assistant), referred to in this document as "CA".	No Additional Cost
ASCII Split Screen	The feature enables an ASCII user to communicate with the Relay in full duplex mode. Similar to voice-to-voice conversation, it provides interrupt capability as appropriate for the ASCII user and the voice party.	No Additional Cost
Automated Number Identification (ANI) Technology	ANI is the telephone number of the line initiating a call. The number is identified by the switch and passed over the network to the CA workstation.	No Additional Cost
CA Typing Speed	Text transmission of 60 wpm.	No Additional Cost
CA 10-minute In-call replacement	CAs are required to stay with a TRS call for a minimum of 10 minutes and with a STS call for minimum of 15 minutes.	No Additional Cost
Caller ID	Caller ID featuring SS7 technology is used to deliver the ten digit phone number of the calling party, when not blocked through the LEC for local and toll calls.	No Additional Cost
Call Response Time	Call response time is measured from the time it takes the call to hit the CA position from the Relay Center call controller switch. Sprint will adhere to the State's requirements regarding answer time.	No Additional Cost
Background Noises	During the call, TTY callers will be informed of background noises through CA's tying in parenthesis.	No Additional Cost
Beepers and Pagers	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the Relay users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.	No Additional Cost
Branding of Call Type - Temporary	This feature refers to the system's ability to answer an incoming call based on the previous call in the caller's communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind).	No Additional Cost
Branding of Call Type – Permanent	This feature refers to the system's ability to brand the caller's preferred communication mode – TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind – permanently.	No Additional Cost
Carrier-of-Choice	This feature allows Relay callers to choose their preferred Carrier for interstate/international and in some cases intra-island calls.	No Additional Cost
Cellular/PCS Phone Access	Allows Relay Cellular customers to reach the Relay 800 number(s) to complete Relay calls.	No Additional Cost
Custom Calling Services	Through the Customer Database feature, this feature allows Relay callers to have traditional LEC services i.e. frequently called numbers.	No Additional Cost
Customer Database	Allows Relay callers to enter specific information in a profile i.e. Carrier-of-Choice, emergency numbers, last number redial, customer notes, frequently dialed numbers, etc. to expedite their call set-up time.	No Additional Cost

Mandatory Features	Description/Benefits	Cost
Name and Address	This information could save valuable time when calling emergency services.	No Additional Cost
Long Distance profile	Callers' preferred Carrier for in-State and out-of-state long distance calls. Callers can also indicate their preferred billing option when placing long distance calls.	No Additional Cost
Frequently Dialed Numbers	This feature allows users to set up and access "speed dial" calls through the Relay.	No Additional Cost
Outdial Information	This feature allows the CA to be aware as to how the caller answers the phone and which language type they will communicate in.	No Additional Cost
Customer Notes	This feature informs the CA of special requests to handle calls i.e. "do not announce the service", preferred CA gender, etc.	No Additional Cost
Outdial Restrictions	Callers may restrict the type of call i.e. long distance, international, 900, etc. to be placed through the Relay.	No Additional Cost
Emergency Numbers	Callers may enter emergency numbers such as fire, doctor, police, etc. to expedite the emergency call processing.	No Additional Cost
Customized 800 Access	Each State has dedicated Relay 800 numbers to access the Relay service.	No Additional Cost
Deaf-Blind Pacing (Slow-typing)	This feature provides functionality that automatically slows the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.	No Additional Cost
Delayed Call Announcer	Sprint sends a delayed call announcer when the call is not answered within 30 seconds. The feature alerts Relay callers that they are on-line and on hold for next available CA.	No Additional Cost
Dialed Number Verification	This feature echoes the number being outdialed and the call type in the TTY Dial string macro. This feature helps TTY callers know if a number has been misdialled and the type of call they are placing.	No Additional Cost
Directory Assistance (Intrastate/Interstate)	This feature allows Relay callers to reach Directory Assistance at rates no greater than that of traditional voice users. When the number is obtained, the caller may choose to place the call through the Relay or dial direct.	No Additional Cost
Emergency Assistance	This service provides emergency assistance for Relay callers through Sprint's E911 database and/or their Customer Database profile.	No Additional Cost
Enhanced Modems	Sprint's TRS modems support enhancements in ASCII communication protocols. The capabilities of Sprint's modems include auto detection; connections with modems up to 14.4k; and faster ASCII detection (3 seconds).	No Additional Cost
Error Correction	Sprint Relay workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations, while increasing typing speed and reducing conversational minutes.	No Additional Cost
Gender ID	This feature provides the gender of CAs in the TTY greeting macro.	No Additional Cost

Mandatory Features	Description/Benefits	Cost
Hearing-Carry-Over (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.	No Additional Cost
HCO-HCO	HCO users can contact HCO users through the Relay. The CA will voice to both parties what is typed on each user's TTY.	No Additional Cost
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: [STATE]RELAY 1234F YOU MAY HEAR VOICE OR USE TTY GA	No Additional Cost
HCO-TTY	HCO users can contact TTY users through the Relay. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.	No Additional Cost
Voice-Carry-Over (VCO)	VCO allows Deaf or Hard-of-Hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA types the voiced responses back to the VCO user who can read the typed messages across the TTY screen.	No Additional Cost
Two-line VCO	This feature allows VCO callers with two telephone lines to use one line to speak directly to the hearing person while the other line is used to receive the CA's typed responses simultaneously. Two-Line VCO offers a more natural flow of conversation without pauses required with single line calls.	No Additional Cost
Reverse 2-Line VCO	This feature is similar to Two-line VCO. In R2LVCO, a VCO user receives a call from a voice user first then dials/connects the Relay CA.	No Additional Cost
VCO-HCO	VCO users can contact HCO users through the Relay. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.	No Additional Cost
VCO-VCO	VCO users can contact other VCO users through the Relay. The CA listens to VCO users speak and type the spoken words for the parties at both ends.	No Additional Cost
VCO-TTY	VCO users can contact TTY users through the Relay. The VCO user can use his/her own voice and the CA will listen to the VCO caller's spoken words then type the message to the TTY user. The TTY user types directly to VCO user without any CA interaction.	No Additional Cost
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the Relay. The CA will only type voiced responses back to the VCO user.	No Additional Cost
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing. The permanent VCO brand greeting macro would be: [STATE]RELAY 1234F VOICE (OR TYPE) NOW GA	No Additional Cost
Inbound International	From any international destinations outside of United States, callers can reach the Relay through Sprint's international inbound 10-digit number- 605-224-1837.	No Additional Cost
Intelligent Call Router	Dynamic Call Routing technology automatically and seamlessly routes Relay calls to the first available English or Spanish CA in the network.	No Additional Cost
Intercept Message	This feature provides intercept messages in voice and TTY in event of system failure occurrence within the Relay switch, Center, or outbound circuits.	No Additional Cost

Mandatory Features	Description/Benefits	Cost
Last Number Redial	Relay users can request the CA to redial their last number. Sprint TRS is designed to store the user's last number dialed and it is dialed upon the user's command, "LAST NUMBER REDIAL PLS GA" OR "LNR GA".	No Additional Cost
Local/Extended Area Service	Callers who subscribe to extended area service plans will receive equivalent service through the Relay.	No Additional Cost
Machine Recording Capabilities	This feature reduces redials when CAs receive audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call and eliminates the number of redials.	No Additional Cost
Restricted 800/888/877/866/855	This feature allows Relay callers to reach regionally restricted or regionally directed 800/888/877/866/855 toll-free numbers.	No Additional Cost
Spanish-to-Spanish	Sprint offers Spanish Services, which offers Spanish-to-Spanish Relay service, which are handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.	No Additional Cost
Speech Disabled Indicator	The command "S" typed by a Speech-Disabled person would inform the CA that a Speech-Disabled person is on the line.	No Additional Cost
Speech-to-Speech	This service enables Speech-Disabled customers to use their voice, with assistance from CA if necessary, to communicate with each other through the Relay.	No Additional Cost
Text/Voice Transmission	This feature offers the ability to toggle between inbound TTY, ASCII, TurboCode™, and Voice calls.	No Additional Cost
Toll Discounts	When calls are carried over the Sprint network, intrastate calls are typically discounted by 35% Day, 25% Evening, and 10% Night/ Weekend off intrastate MTS rates and interstate calls are discounted by 50% off interstate MTS rate. State specific requirements may result in a change to the standard discounts.	No Additional Cost
Transfer Gate capabilities	Sprint's system has the capability of transferring Relay callers to English TTY Operator Service and Relay 24-hour Customer Service.	No Additional Cost
TRS Customer Service	Relay users can reach Sprint's TRS Customer Service, which is available 24 hours-a-day, 7 days-a-week to request information, or to offer commendations and submit complaints. The toll-free number is: 1-800-676-3777 TTY/Voice/ASCII/Spanish.	No Additional Cost
TTY Operator Services (OSD)	Sprint's TTY Operator services can complete TTY-to-TTY calls; obtain Directory Assistance information; or receive credit for erroneous billing. The toll-free number is: 1-800-855-4000.	No Additional Cost
TurboCode™	This feature allows enhanced baudot transmission speed up to 110 words-per-minute. It enables TTY callers with TurboCode™ capability to interrupt during the transmission of the call.	No Additional Cost
Variable Time Stamp Macro	This feature (macro) enables Relay callers to know when their called party had disconnected and relays the last spoken words.	No Additional Cost
Voice Call progression	This system upgrade allows Voice or HCO callers to listen during call set-up i.e. ringing, busy.	No Additional Cost
Voice Gender ID	This feature (macro) informs the outbound TTY caller the gender of their caller.	No Additional Cost

Mandatory Features	Description/Benefits	Cost
Pay-Per-Call	Sprint provides access to Pay-Per-Call Services (900) via a toll-free 900 number which observes LEC restrictions so that customers do not have to register blocks with the Relay.	No Additional Cost
7-1-1	With cooperation of Local Exchange Companies, the Relay can accept 711 calls.	No Additional Cost

Appendix I: Policy on 10- and 15-Minute Rule

Sprint understands that a change of CAs can interrupt the natural call flow. Therefore, Sprint strives to keep the same CA dedicated to each call. Sprint will ensure that the CA remains on the call for at least 10 minutes (or 15 minutes for Speech-to-Speech call). If a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and will inform both parties.

A CA change may occur for the following reasons:

- Customer requests change of CA
- End user verbal abuse of CA or obscenity towards CA
- The call requires a specialist (Speech to Speech, another language)
- Illness
- Potential conflict of interest (i.e. the CA identifies an end user as a family member or friend)

In instances where it is necessary to change CAs, a second CA will plug in their headset at the position and watch the call for several minutes in order to assess the “spirit” of the call and make the transition smoother. After several minutes of observation, the second CA will wait until the voice person stops speaking and all conversation has been relayed and will then type to the TTY user:

(CA# CONTINUING UR CALL).

The CA will say to the non-TTY user:

“THIS IS CA # CONTINUING YOUR CALL.”

During initial training, trainees are required to practice this procedure. In addition, a training video was developed that clearly shows the procedure and how to ensure it is as smooth as possible.

Appendix J: FCC TRS Mandatory Minimum Standards & Compliance Matrix

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
Provision of Services		
§ 64.603	<p>Each common carrier providing telephone voice transmission services shall provide, not later than July 26, 1993, in compliance with the regulations prescribed therein, throughout the area in which it offers services, telecommunications relay services, individually, through designees, through a competitively selected vendor, or in concert with other carriers.</p> <p>Speech-to-speech relay service shall be provided by March 1, 2001.</p> <p>Interstate Spanish language relay service shall be provided by March 1, 2001.</p> <p>In addition, not later than October 1, 2001, access via the 711 dialing code to all relay services as a toll free call.</p>	<p>Sprint has been a TRS provider since September 1, 1990. As of July 1, 2004, Sprint provides TRS to 32 States, the Federal Government, Common wealth of Puerto Rico, and three resellers.</p> <p>Sprint was the first TRS provider to offer Speech-to-speech relay service (California, 1996).</p> <p>Sprint was the first TRS provider to offer intrastate and interstate Spanish services (Texas, 1991). As a standard offering of TRS, Sprint provides Spanish services to the States. Sprint also is the only TRS provider to offer Spanish-speaking Customer Service.</p> <p>Sprint fully implemented 711 accesses for all of its States on October 1, 2001. Sprint Local and wireless divisions have implemented 711 access on September 15, 2001.</p>
Operational Standards		
§ 64.604 A.1	<p>Communications Assistant (CA) Competency Skills</p> <p>CAs are to be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.</p> <p>CAs must be competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.</p> <p>Typing Speed - 60 WPM with technological aids</p> <p>Oral-to-type tests</p>	<p>Sprint requires that all CAs have a high school graduate equivalency as a minimum qualification for the job.</p> <p>All CAs are tested and evaluated to ensure Relay skills meet the following FCC Guidelines. CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures and ASL translation.</p> <p>Each Sprint CA is required to take the 60 WPM typing test quarterly (four times a year).</p> <p>Sprint administers Oral-to-type tests.</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
	VRS 'qualified' Interpreters	Sprint VRS interpreters are qualified interpreters that adhere to RID Code of Ethics.
§ 64.604 A.2	<p>Confidentiality & Conversation Context</p> <p>CAs are prohibited from disclosing the content of any relayed conversation regardless of content</p> <p>Certain exceptions are provided for Speech-to-Speech calls.</p> <p>CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise</p>	<p>CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.</p> <p>Sprint CAs are prohibited from disclosing any call content.</p> <p>STS CAs are permitted to retain info from a call in order to facilitate the completion of consecutive subsequent calls.</p> <p>CAs relay calls verbatim and do not alter relayed conversation.</p> <p>During the annual merit reviews, each CA reviews the confidentiality and code of ethics with his/her team supervisor.</p>
§ 64.604 A.3	<p>Types of Calls</p> <p>CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.</p> <p>TRS shall be capable of handling any type of call normally provided by common carriers.</p>	<p>CAs process all calls and never prohibit sequential calls or limit length of calls.</p> <p>Sprint TRS is capable of handling all call types normally provided by common carriers</p>
§ 64.604 A.4	<p>Handling of Emergency Calls</p> <p>Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate PSAP.</p> <p>A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.</p>	<p>Via E911 database, Sprint automatically and immediately connects the caller to an appropriate PSAP.</p> <p>CAs pass along the caller's number to the PSAP when the caller disconnects prior to be connected to the emergency service.</p>
§ 64.604 A.5	<p>In-call Replacement of CAs</p> <p>CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10</p>	<p>TRS and VRS CAs stay on the call for a minimum of 10 minutes.</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
	minutes. STS CAs - 15 minutes.	STS CAs stay on the call for a minimum of 15 minutes.
§ 64.604 A.6	CA Gender Preferences TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.	Sprint users are able to request the gender of the CA. Sprint makes every effort to satisfy this request and to maintain the same gender during transfers.
§ 64.604 A.7	STS Called Numbers STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user. This information must be transferred to any new provider.	Sprint offers STS users the option of maintaining a list of names and phone numbers. When the STS user requests a name, the STS CA will repeat the name and the number to user. Sprint will provide the STS user information to any new provider.
Technical Standards		
§ 64.604 B.1	ASCII & Baudot TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.	Sprint TRS communicates with Baudot and ASCII in all speeds that are generally in use. The following Baudot codes are available on Sprint TRS' platform: Baudot 45.5, Baudot 50, Turbo Code, and E Turbo Code.
§ 64.604 B.2	Speed of Answer TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. Abandoned calls shall be included in the speed-of-answer calculation. Speed of Answer is to be measured on a daily basis. The system shall be designed to a P.01 standard.	Sprint ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold. Abandoned calls are included in the speed-of-answer calculation. Speed of Answer is measured on a daily basis. Sprint's system is designed to the P.01 standards.

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
§ 64.604 B.3	<p>Equal Access to IXCs</p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	<p>Sprint provides users with access to their IXC carrier through the Sprint Carrier of Choice program allowing for the same access that is provided to voice users.</p>
§ 64.604 B.4	<p>TRS Facilities</p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction with TRS.</p>	<p>Sprint TRS is available 24 hours a day, everyday.</p> <p>Sprint has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.</p> <p>Sprint's network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>
§ 64.604 B.5	<p>Technology</p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO & HCO technology are required to be standard features of TRS.</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS. Sprint has introduced over fifty key product enhancements including Split Screen ASCII, Customer Database, Turbo Code, E Turbo Code/Dial Through, Gated VCO, Voice call progression.</p> <p>Sprint provides VCO and HCO technology as standard features as well as several variations on these technologies.</p>
§ 64.604 B.6	<p>Voicemail & Interactive Menus</p> <p>CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.</p> <p>TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete</p>	<p>CAs keep the user informed and notify of the presence of recorded messages and interactive menus. CA positions have hot key functionality that electronically capture recorded messages and retain them for the length of the call.</p> <p>Sprint does not charge for any additional calls necessary to complete call involving recorded or interactive menus.</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
	calls involving recorded or interactive messages. TRS will handle pay-per-calls.	Sprint was the first provider to process pay-per-calls (Texas, 1996).
Functional Standards		
§ 64.604 C.1	<p>Consumer Complaint Logs</p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p>	<p>Sprint maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st.</p> <p>Sprint has submitted annual summary of Consumer Complaints log report:</p> <p>June 1, 2002-May 31, 2003 June 1, 2003-May 31, 2004 June 1, 2004-May 31, 2005 June 1, 2005-May 31, 2006 June 1, 2006-May 31, 2007</p>
§ 64.604 C.2	<p>Contact Persons</p> <p>States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.</p>	Sprint provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.
§ 64.604 C.3	<p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p>	Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
	Conduct ongoing education and outreach programs to publicize availability of 711 access.	TRS. Sprint regularly provides 711 dialing information in its education and outreach programs.
§ 64.604 C.4	Rates TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.	Sprint TRS users pay rates no greater than the rates paid for functionally equivalent voice communication services.
§ 64.604 C.5	Jurisdictional Separation of Costs (i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations (ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism (iii) Telecommunications Relay Services Fund - To be administered by the National Exchange Carrier Association, Inc. (NECA)	(i) Sprint follows FCC requirements in the jurisdictional separation of costs. (ii) Interstate TRS is recovered from all subscribers for every interstate service utilizing the shared-funding cost recovery mechanism. (iii) Sprint works with NECA for reimbursement of interstate minutes.
§ 64.604 C.6	Complaints (i) Referral of complaint, (ii) Intrastate complaint resolution, (iii) Jurisdiction of Commission, (iv) Interstate complaint resolution, (v) Complaint Procedures	The Sprint TRS Customer Contact process is fully compliant with all FCC Requirements.

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
§ 64.604 C.7	<p>Treatment of TRS Customer Info</p> <p>Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.</p>	<p>Sprint transfers TRS customer profile data to incoming TRS vendors. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees.</p>
§ 64.605	<p>State Certification</p> <p>Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.</p>	<p>Sprint provides each Sprint TRS state a re-certification packet and assists in the re-certification process.</p>
<p>Availability of SS7 Technology to TRS Facilities</p> <p>Transmittal of Calling Party Information</p>	<p>Concluded that TRS providers should have access to SS7 or similar technology to make Caller ID and other benefits available and facilitate provision of TRS. (§16)</p> <p>Concluded that TRS providers are required to observe FCC's rules pertaining to Caller ID and call blocking services. (§22)</p> <p>Concluded that when a TRS facility is able to transmit any identifying information to the network, the TRS facility must pass through, to the called party, the number of TRS facility, 711, or, if possible, the 10-digit number of the calling party. The identifying information passed through the TRS facility to the called party is to be determined by the TRS Provider. (§25)</p>	<p>Sprint's SS7 platform supports Caller ID services.</p> <p>Sprint complies with all FCC rules pertaining Caller ID and call blocking services.</p> <p>Sprint's SS7 platform transmits the 10-digit number for local and toll calls. Sprint's SS7 platform also will recognize the ID blocking indicators.</p>
Types of Calls	<p>Concluded that the following call types are adopted as mandatory minimum standards of TRS.</p> <p>Two Line VCO Two Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY</p>	<p>Sprint has provided the VCO and HCO calling combinations since 1996.</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
	<p>VCO-to-VCO</p> <p>This requirement is waived for Internet Relay and Video Relay Services through December 31, 2007. (§36)</p>	
Handling of Emergency Calls	<p>Required that all TRS facilities be able to pass emergency callers to the appropriate PSAP within twelve months of publication of this Order in the Federal Register (8/24/03). (§42)</p> <p>This requirement has been waived for Internet Relay and Video Relay Services. (under separate Orders for SRO and VRS)</p>	Sprint immediately connects emergency callers to an "appropriate" PSAP as defined by the FCC.
Answering Machine Message Retrieval	<p>This feature allows a TTY user to retrieve voice messages left on his or her voice mailbox or voice answering machine by an incoming call from a third party.</p> <p>Concluded that the answering machine retrieval to be provided on interstate and intrastate basis by 8/24/03. (§62)</p>	Sprint has provided the Answering Machine Retrieval since 1996.
Call Release	<p>Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the relay the conversation.</p> <p>Ruled that once the CA signs off, or be "released," after the two TTY parties are connected, at this point, the call ceases to be a TRS call subject to the per-minute reimbursement." (§68)</p> <p>This requirement is waived for Internet Relay and Video Relay Services.(§76)</p>	<p>Sprint has provided the Call Release feature since 2003.</p> <p>Once a call is "released" from the CA workstation, the call is no longer a relay call and accordingly will not be charged to the state customer.</p>
Speed Dialing	<p>Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.</p> <p>This requirement is waived for Internet Relay and Video Relay Services.(§76)</p>	Sprint has provided Speed Dialing or Frequent Dialed Numbers feature since September 1, 1996.

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
Three-way Calling	<p>Three-way calling feature is generally arranged in one of two ways. (§73)</p> <p>1. The TRS consumer may request that the CA set up the call with two other parties</p> <p>or;</p> <p>2. The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p> <p>This requirement is waived for Internet Relay and Video Relay Services.(§76)</p>	<p>Sprint has supported three-way calling capabilities, from the customer's premises, since September 1, 1995.</p>

Appendix K: FCC CapTel Mandatory Minimum Standards & Compliance Matrix

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.603	<p>Each common carrier providing telephone voice transmission services shall provide, not later than July 26, 1993, in compliance with the regulations prescribed therein, throughout the area in which it offers services, telecommunications relay services, individually, through designees, through a competitively selected vendor, or in concert with other carriers.</p> <p>Speech-to-speech relay service shall be provided by March 1, 2001.</p> <p>Interstate Spanish language relay service shall be provided by March 1, 2001.</p> <p>In addition, not later than October 1, 2001, access via the 711 dialing code to all relay services as a toll free call.</p>	<p>The Communications Act defines TRS as "telephone transmission services that provide the ability for an individual who has hearing or speech impairment to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment to communicate using voice communication services by wire or radio." Since TRS calls handled via captioned telephone VCO service fall squarely within this definition - i.e. they allow communications between persons with hearing or speech disabilities and persons without such disabilities - we conclude that captioned telephone VCO service falls within statutory definition of TRS. (¶7)</p>	<p>Sprint has been a CapTel provider, on trial basis, since May 1, 2002. On January 1, 2004, Sprint successfully converted CapTel trial into a FCC-complaint CapTel service, first-ever in the TRS Industry.</p> <p>Speech-to-speech relay service for CapTel is waived by FCC. See Section 64.604 A.3.</p> <p>Sprint is also the first CapTel provider to offer intrastate and interstate Spanish services on January 1, 2004.</p> <p>Sprint is able to process inbound 711 calls to include access to CapTel services.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Operational Standards			
§ 64.604 A.1	<p>Communications Assistant (CA) Competency Skills</p> <p>CAs are to be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.</p> <p>CAs must have competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.</p> <p>Typing Speed - 60 WPM with technological aids</p> <p>Oral-to-type tests</p>	<p>Requirement applies.</p> <p>Use of CapTel's voice recognition software "is a permissible means ...for achieving the CA's competency skills required by the TRS mandatory minimum standards" (§39).</p> <p>Waived. Interpreting typed ASL is not applicable.</p> <p>Use of voice recognition technology in the provision of CapTel VCO service "is a permissible means for ... enhancing transmission speed..." (§39)</p> <p>Waived. Permits use of Oral-to-text tests instead.</p>	<p>Sprint requires that all CapTel CAs have a high school graduate equivalency as a minimum qualification for the job.</p> <p>All CapTel CAs are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures.</p> <p>A captioned telephone user does not type in making a call, therefore is never the opportunity for the CA to have to interpret typewritten ASL</p> <p>CapTel's voice recognition technology transmits above 100 WPM.</p> <p>Oral to text tests are given to all CapTel CAs</p>
§ 64.604 A.2	<p>Confidentiality & Conversation Context</p> <p>CAs are prohibited from disclosing the content of any relayed conversation regardless of content.</p> <p>CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise.</p>	<p>Requirement applies.</p> <p>Requirement applies.</p>	<p>CapTel CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.</p> <p>CapTel CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 A.3	<p>Types of Calls</p> <p>CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.</p> <p>TRS shall be capable of handling any type of call normally provided by common carriers and can decline calls if credit card authorization is denied.</p>	<p>Waived for outbound calls (§ 46) because the CapTel CA is not involved in call set up and cannot refuse the call (§46)</p> <p>Not waived for inbound calls to a CapTel user made through a TRS facility. However, if call is made directly to the captioned telephone access number no set up is involved and the CapTel CA cannot refuse to call (§46).</p> <p>Requirement applies.</p> <p>Note: The requirement to provide 711 dialing is waived for outbound calls made from a CapTel phone. Inbound 711 calling waived for one year (8/1/03 - 7/31/04).</p> <p>Also STS and HCO are waived (§29).</p>	<p>CapTel users dial sequential calls directly therefore there is no way for a CapTel CA to refuse sequential calls or limit length of calls.</p> <p>CapTel will not refuse single or sequential inbound calls or limit the length of calls utilizing the service. If an inbound call is made to a captioned telephone user via the captioned telephone access number, set-up is automatic, and thus there is no way for a CA to refuse the call.</p> <p>CapTel is capable of handling all call types normally provided by common carriers.</p>
§ 64.604 A.4	<p>Handling of Emergency Calls</p> <p>Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest PSAP.</p> <p>A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.</p>	<p>Requirement applies.</p> <p>Requirement applies.</p>	<p>CapTel user dials 9-1-1. Sprint will route the call <u>directly</u> to the most appropriate PSAP.</p> <p>The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 A.5	<p>In-call Replacement of CAs</p> <p>CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes.</p>	Requirement applies.	CapTel CAs stay on all calls for a minimum of 10 minutes.
§ 64.604 A.6	<p>CA Gender Preferences</p> <p>TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.</p>	Waived. (§ 36, 47-48).	
§ 64.604 A.7	<p>STS Called Numbers</p> <p>STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user.</p> <p>This information must be transferred to any new provider.</p>	Waived. (§29)	
Technical Standards			
§ 64.604 B.1	<p>ASCII & Baudot</p> <p>TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.</p>	Waived. (§53-54)	

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 B.2	<p>Speed of Answer</p> <p>TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.</p> <p>Abandoned calls shall be included in the speed-of-answer calculation.</p> <p>Speed of Answer is to be measured on a daily basis.</p> <p>The system shall be designed to a P.01 standard.</p>	<p>Requirement applies</p> <p>Requirement applies.</p> <p>Requirement applies.</p>	<p>Sprint CapTel ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Sprint CapTel system is designed to a P.01 standard or greater measured on a daily basis.</p>
§ 64.604 B.3	<p>Equal Access to IXCs</p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	<p>Requirement applies.</p>	<p>CapTel users will be able to choose their IXC carrier through the CapTel Carrier of Choice program allowing for the same access that is provided to voice users.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 B.4	<p>TRS Facilities</p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction with TRS.</p>	<p>FCC noted that CapTel is not a mandated service but stated that CapTel is a form of enhanced VCO service. It allowed interstate reimbursement from the Interstate TRS Fund. For a provider to be eligible for reimbursement from the Interstate TRS Fund for the provision of TRS, the provider must either meet the mandatory minimum standards or request and receive waivers of the standards. (§ 22, 24)</p> <p>State TRS programs, of course, are free to offer this service and to reimburse providers of intrastate captioned telephone VCO service. (§ 22).</p>	<p>Sprint CapTel is available 24 hours a day, everyday.</p> <p>Sprint CapTel has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.</p> <p>Sprint CapTel network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>
§ 64.604 B.5	<p>Technology</p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO & HCO technology are required to be standard features of TRS.</p>	<p>FCC acknowledged that CapTel is an enhanced VCO service of TRS (§ 44).</p> <p>Waived for HCO. (§ 29)</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 B.6	<p>Voicemail & Interactive Menus</p> <p>CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.</p> <p>TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.</p> <p>TRS will handle pay-per-calls.</p>	<p>Requirement applies.</p> <p>Requirement applies.</p>	<p>CapTel user both hears and interacts directly with the recorded message and makes the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.</p> <p>CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.</p> <p>Sprint CapTel supports pay-per-call call types.</p>
Functional Standards			

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 C.1	<p>Consumer Complaint Logs</p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p>	Requirement applies.	<p>Sprint CapTel maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint CapTel provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st.</p>
§ 64.604 C.2	<p>Contact Persons</p> <p>States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.</p>	Requirement applies.	Sprint CapTel provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.
§ 64.604 C.3	<p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p> <p>Conduct ongoing education and outreach programs to publicize availability of 711 access.</p>	Requirement applies.	Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 C.4	<p>Rates</p> <p>TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.</p>	Requirement applies.	CapTel users pay rates no greater than the rates paid for functionally equivalent voice communication services.
§ 64.604 C.5	<p>Jurisdictional Separation of Costs</p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations</p> <p>(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism</p> <p>(iii) Telecommunications Relay Services Fund - To be administered by the National Exchange Carrier Association, Inc. (NECA)</p>	Requirement applies.	<p>(i) Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>(ii) Interstate CapTel is recovered from all subscribers of interstate services</p> <p>(iii) Sprint works with NECA for reimbursement of interstate minutes.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 C.6	<p>Complaints</p> <p>(i) Referral of complaint,</p> <p>(ii) Intrastate complaint resolution,</p> <p>(iii) Jurisdiction of Commission,</p> <p>(iv) Interstate complaint resolution,</p> <p>(v) Complaint Procedures</p>	Requirement applies.	The Sprint CapTel Customer Contact process is fully compliant with all FCC Requirements.
§ 64.604 C.7	<p>Treatment of TRS Customer Info</p> <p>Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.</p>	Requirement applies.	Sprint transfers CapTel customer data to incoming CapTel vendors. Customer information that is normally contained in a TRS profile is not required for CapTel as the CA is anonymous to the call and the CapTel user talks directly to the called party. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees unless Sprint is compelled by legal process to provide such information.
§ 64.605	<p>State Certification</p> <p>Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.</p>	Requirement applies.	Sprint provides each Sprint TRS state a re-certification packet and assists in the re-certification process.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Availability of SS7 Technology to TRS Facilities	Concluded that if a TRS provider is able to transmit any calling party identifying information to the network, it must provide Caller ID service.	Requirement applies.	Sprint CapTel will have the capability to transmit the 10-digit number and will recognize the ID blocking indicators. Sprint CapTel will deliver the SS7 technology on February 1, 2004.
Types of Calls	Two Line VCO Two Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY VCO-to-VCO	Minimum standards pertaining to HCO are waived. VCO requirements still apply.	Sprint CapTel supports the VCO calling combinations.
Handling of Emergency Calls	Concluded that TRS providers must use a system for incoming emergency TRS calls that at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point.	Requirement applies.	CapTel user dials 9-1-1. Sprint will route the call directly to the most appropriate PSAP.
Answering Machine Retrieval	Concluded that the answering machine and voice mail retrieval are TRS features that must be provided to TRS users. Answering machine retrieval through TRS is accomplished when the recipient of the message, the TRS user, calls the TRS facility and has the CA listen to the voice messages.	The requirement was not addressed in the Declaratory Ruling.	Answering machine and voicemail retrieval is provided by CapTel. Answering machine retrieval through CapTel is accomplished when the CapTel facility caption the voice message to the CapTel users.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Call Release	<p>Concluded that call release is required under FCC's functional equivalency mandate.</p> <p>Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the conversation. The feature allows CA to sign-off or be "released" from the telephone line without, triggering a disconnection between two TTY users, after the CA connects the originating TTY caller to the called party's TTY through e.g. a business switchboard.</p>	Waived. (¶ 52)	
Speed Dialing	<p>Concluded that speed dialing feature is required under FCC's equivalency mandate.</p> <p>Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.</p>	The requirement was not addressed in the Declaratory ruling.	CapTel telephones have the Speed Dial feature.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Three-way Calling	<p>Concluded that three-way calling is required under FCC's functional equivalency mandate but did not specifically mandate the way such functionality had to provide.</p> <p>The FCC's Order imposing such requirement stated that "generally" three-way calling can be provided "in one of two ways " One way is for the TRS consumer to request that the CA set up the call with two other parties.</p> <p>The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p>	The requirement was not addressed in the Declaratory Ruling.	<p>Sprint CapTel users will be able to participate a three way call. Although the person using the captioned phone is unable to establish the three-way call, the called party will be able to do so by utilizing telephone switch hook (or "flash") button on his or her CPE. Thus, Sprint CapTel meets the requirement for three-way calling. (For One-Line CapTel.) For Two-Line CapTel either party can initiate a 3 way call should the user purchased this as a LEC option.</p> <p>Sprint CapTel users will be able to participate in a conference bridge to speak to three or more individuals.</p>

Appendix L: Sprint's Report to the FCC on VRS and IP Waivers

FCC Internet and Video Relay Service Annual Progress Report April 16, 2007

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
1. STS	Waived through 1/1/08	STS is not possible over the internet. Voice over IP (VoIP) **REQUIRES** Quality of Service. QoS means that all the associated data packets arrive in one contiguous stream and in order. In the "internet" world, there are many segments owned by multiple providers using dis-similar routers. Some support QoS, some do not. There is, at this time, no universal, cooperative methodology to address the internet deficiencies.	In research and development stage. Sprint is investigating and evaluating several VoIP to determine acceptable QoS levels to support STS calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived Indefinitely; No report required	NA	NA
2. Spanish Relay	NA	NA	NA	Compensable but non-mandated service.	NA	Sprint provides ASL to Spanish Video Relay Service.
3. Types of Calls	NA	NA	NA	Waived through 1/1/08	Voice over IP (VoIP) requires Quality of Service. QoS means that all the associated	We are currently providing two-line VCO and HCO controlled at

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					<p>data packets arrive in one contiguous stream and in order.</p> <p>In the "internet" world, there are many segments owned by multiple providers using dis-similar routers. Some support QoS, some do not. The internet cannot be controlled by any single user. There is, at this time, no universal, cooperative methodology to address the internet deficiencies.</p> <p>Sprint offers alternatives VCO and HCO solution by using second line (analog line) where the Video Interpreter asks for a second number to call back using three-way call feature. The procedure is similar to two-line VCO or HCO call.</p>	<p>the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line VCO and HCO began in 2005. This is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.</p>
4. Emergency Call Handling	Waived through 1/1/08	Internet Protocol network (IP network) does not support the Automated	Sprint implemented a "manual" (directory assistance	Waived through 1/1/07	Internet Protocol network (IP network) does not support the Automated	No additional information to submit beyond our recent

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
		Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	lookup) process for 911 calls through Internet Relay. The technical challenge remains of tying an exact location to an IP address. No additional development has been made that would allow Internet Relay users to place 911 calls through Internet Relay.		Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	submission to the FCC. Current options may restrict interoperability. An Emergency database is still in use today for subscribers who choose to register a profile; however, agents must verify the location of the caller, as the caller may not be at the same physical location as the profile indicates.
5. Speed of Answer	NA	NA	NA	1/1/07- 80% of all calls within 120 seconds (monthly).	Sprint is exceeding the 80/120 service level requirement that went into effect January 1, 2007.	Sprint will continue to meet the requirement measured on a monthly basis.
6. Equal Access to Interexchange Carrier	Waived Indefinitely; No report required	NA	NA	Waived through 1/1/08	The IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and without an ANI to charge back for toll calls, Sprint cannot support equal access to	The technical challenge remains of tying an exact location to an IP address for VRS users. However, the very nature of the internet makes billing for toll calls obsolete.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					interexchange carrier features for Video Relay Service.	
7. Pay-per-call (900) Service	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Internet Relay end users to be billed for pay-per-call services.	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Video Relay end users to be billed for pay-per-call services.
8. Voice Carry Over (VCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Voice carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line VCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line VCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
						connection at end user equipment.
9. Hearing Carry Over (HCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Hearing carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line HCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line HCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.
10. VCO – to - TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			baudot protocols are not compatible.			because. the videoconferencing via internet or ISDN protocols are not compatible.
11. HCO – to – TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
12. VCO – to – VCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and baudot protocols are not	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			compatible.			ISDN protocols are not compatible.
13. HCO – to – HCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
14. Call Release	Waived through 1/1/08	An Internet Relay caller utilizes IP data to place an inbound call. The Call operator connects the outbound dialing voice call utilizing Signaling System 7 (SS7). Since these two types of calls are not compatible, the call release feature is not technically feasible.	It is not technically feasible at this time to provide call release features with Internet Relay calls. However, Sprint will continue to investigate new developments to allow Internet Relay customers to use this feature.	Waived through 1/1/08	A VRS customer utilizes a video connection to make an inbound call. The VRS operator utilizes a voice channel (SS7) to make an outbound dial. Because the two types of calls are not compatible, the call release feature is not technically feasible. Also, in the VRS environment, we are currently unable to remove the Video Interpreter	It is not technically feasible at this time to provide call release features with Video Relay calls. However, Sprint will continue to investigate new developments to allow Video Relay customers to use this feature.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					agent from the middle of the call when the inbound video caller reaches an outbound customer who also has video capability.	
15. 3-way Calling	Waived through 1/1/08	The current Internet Relay call environment does not support the capability to perform three-way calling initiated call from agent via Sprint IP.	It is possible for the customer to initiate a three-way call if he/she has conference calling capability. In this case, the operator does not need to perform the three-way calling function. However, the limitation is that Sprint's Internet Relay Service will handle only one TTY user (and unlimited number of voice users) when using three-way calling via relay service. It is possible to have 2-Line VCO via Sprint IP using user-initiated three-way calling.	Waived through 1/1/08	At this time, it is not technically feasible to provide a 3-way Video Relay call. Customers using VRS do not have the web-enabled ability to initiate 3-way video calls because of the limitations of end user equipment. Features of customer premise equipment are not under the control of the VRS provider, and therefore the VRS provider cannot control the establishment of a three-way call.	The voice customer is currently able to use the LEC-provided three-way calling feature. One or two of the three legs of the call can be engaged as they would without VRS being a part of the call. VRS is transparent to this process. The VRS agent who receives an inbound video connection has the ability to out dial to multiple voice parties to create a three-way call of which two parts are voice and one part is video. The VRS agent platform is however, unable to support a three way call

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
						between two video customers and one voice user at this time.
16. Speed Dialing	Waived through 1/1/08	Sprint's current Speed Dial system is supported by ANI driven customer profile. Without being able to identify the customer's ANI, Sprint is not able to access the preferred speed dial list.	Customers can maintain their own speed dial list on their computer and paste the phone number on the web prior to the call. The phone number will be pre-populated to agent's dialing window for efficient call processing.	Waived through 1/1/08	This service is currently available for VRS customers who choose to use our webcam based product. They can create a speed dial list online and greatly improve the efficiency and connect time with the outbound party through the Video Interpreter. Individuals using TV-based videophones do not have this web enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.	Individuals using TV-based videophones do not have this web-enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
17. Providing Service 24/7	NA	NA	NA	NA	NA	NA

Appendix M: Sprint Relay Fact Sheet

Sprint Relay

www.sprintrelay.com

Sprint is the leading provider of relay services in the United States so that those who are deaf and hard of hearing can have anytime, anywhere communications. With 16 years of experience in providing Telecommunications Relay Services (TRS), Sprint is the relay service provider for 31 states plus the Commonwealth of Puerto Rico, New Zealand and the federal government. Sprint has been awarded the following state TRS contracts:

Alabama	Indiana	New Mexico	Texas
Alaska	Illinois	New York	Utah
Arkansas	Massachusetts	North Carolina	Vermont
California	Minnesota	North Dakota	Washington
Colorado	Mississippi	Ohio	
Connecticut	Missouri	Oklahoma	
Delaware	Nevada	Oregon	
Florida	New Hampshire	South Carolina	
Hawaii	New Jersey	South Dakota	

TRS enables standard voice telephone users to talk to people who are Deaf, Hard of Hearing or Speech-disabled on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico and all of the U.S. territories. Sprint Relay's experience in the field provides the assurance that all services delivered will meet or exceed Federal Communications Commission mandates for TRS.

Sprint Relay Services

Traditional relay services involve a relay operator serving as an intermediary for phone calls between a deaf, hard of hearing and speech-disabled user and a hearing party. The TRS operator speaks words typed by a deaf user on a text telephone (TTY) or via the Internet and relays the hearing person's spoken response by typing back to the deaf user.

Emerging Technology:

Under the Americans with Disabilities, all telephone companies are required to pay a percentage of the money that they collect from their subscribers into a national telecommunications relay services fund. This interstate fund is administered by NECA (National Exchange Carriers Association).

Currently, two technologies are funded through NECA – video and Internet relay services. There is strong competition in the TRS industry due to the fact that no state contract is required in any state to process calls through the Internet.

Video relay services (VRS) provides American Sign Language (ASL) users with an attractive alternative that offers them the opportunity to communicate by video conferencing using ASL their native language, which

may be preferred over the traditional TTY relay service. VRS requires users to have a personal computer or television monitor, a Web camera or videophone and high-speed Internet connectivity such as cable and DSL. Sprint Video Relay, powered by CSD (Communication Services for the Deaf), is a free service through the Internet that enables the deaf or hard of hearing user to communicate in ASL to a hearing or standard telephone user. Sprint Relay and CSD launched the first nationwide Video Relay Service in May 2002. To connect with a video interpreter, visit www.sprintvrs.com.

Sprint IP Relay is also a free service that combines TRS with the ease and ubiquity of the Internet, allowing users to make calls from any PC or selected Web-enabled Internet wireless devices without having to use traditional TTY equipment. Sprint IP Relay users also have the flexibility of using AOL Instant Messenger to access Sprint IP Relay. To connect using a website, go to www.sprintip.com. To connect using AOL Instant Messenger, send a 10-digit number to the screen name **SprintIP**. Both access methods will connect the caller to an experience Sprint Relay operator.

Sprint IP Wireless Relay is a new service that allows customers who are deaf, hard-of-hearing or who have a speech disability to use wireless relay services on a select number of wireless devices:

- 1) BlackBerry phones (with an operating system 4.0 or higher). Customers can use this service to communicate with any standard or mobile telephone user in the United States via a free downloadable application at www.sprintrelay.com/download/. Users simply select a contact from their address book or enter a phone number with accompanying text instructions to a Sprint IP Relay Operator.
- 2) PPC6700 devices – To download the free Sprint IP Wireless application, go to: www.sprintrelay.com/download/treo.

Sprint IP Wireless allows users to have the mobility to make a relay call when they need to without a TTY or computer and can be assured the connection is with an experienced Sprint Relay operator.

CapTelSM (Captioned Telephone) relay service is a leading-edge technology developed by Ultratec, Inc. of Madison, Wis., that allows people to receive both voice and text captioning, nearly simultaneously. A special, CapTel-equipped phone is required in order to place a call through the CapTel relay service. The CapTel phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference – captions are provided live for every call. The captions are displayed on the CapTel phone's built-in screen so the user can read the words while listening to the voice of the other party. For more information on CapTel, visit www.captionedtelephone.com.

Relay Conference CaptioningSM, developed by Caption Colorado, combines real-time captioning and standard relay service to provide relay conference captioning calls for deaf and hard-of-hearing individuals (in participating Sprint Relay state programs). By using an Internet Text Streaming platform supported by skilled captionists, RCC provides highly accurate real-time captioned text for any live conference call.

For more information, please visit www.sprintrelay.com

Appendix N: Copy of TSP Press Release

Media Contact:

Stephanie Taliaferro, 913-794-3658
stephanie.c.taliaferro@sprint.com

General Press Release

Sprint Completes Voluntary Telecommunications Services Priority Program Enrollment for Relay Network

OVERLAND PARK, Kan. – November xx, 2005 – Sprint (NYSE: S) today announces that it has completed the final milestone in enrolling Sprint's telecommunications relay service (TRS) in the FCC's Telecommunications Service Priority (TSP) Program. Sprint TRS, communications services available for individuals who are deaf, hard of hearing or have a speech disability, is comprised of a network of call centers geographically disbursed throughout the United States.

Effective October 31, 2005, all 14 Sprint Relay call centers were successfully activated under the TSP Program. Unlike other TRS providers, Sprint's TRS network is designed to reroute traffic to other Sprint Relay centers across the country to continue uninterrupted service with minimal customer impact.

"In less than five months, we were able to complete the implementation of the FCC's TSP program," said Mike Ligas, director of Sprint Relay. "Sprint is dedicated to providing effective communications services for individuals who are deaf or hard of hearing and we recognized the urgency to ensure reliable communications during emergency situations."

In 1988, TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

Sprint Relay Portfolio of Services

Sprint has 15 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or who have a speech disability to communicate with hearing persons on the phone. Sprint offers relay services through an intelligent platform to the federal government, 30 states, the Commonwealth of Puerto Rico and New Zealand. Sprint's experience in the field provides the assurance that all Sprint Relay services will meet or exceed Federal Communications Commission requirements for telecommunications relay services (TRS). Relay service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

Sprint Government Systems Division (www.sprint.com/government) is based in Reston, Va., and offers the full range of Sprint product and service offerings for federal and state government customers.

About Sprint Nextel

Sprint Nextel offers a comprehensive range of wireless and wireline communications services to consumer, business and government customers. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks offering industry leading mobile data services; instant national and international walkie-talkie capabilities; and an award-winning and global Tier 1 Internet backbone. For more information, visit www.sprint.com.

How to Reach Us

Digging or Drilling



Before you dig or drill on your property, please call Texas One Call to avoid damaging your telephone and other underground lines. Remember, it is the law. Call 48 hours before digging.1-800-545-6005

For after-hours emergencies only, call our Repair Service Center.

EasyOptions® Services Instructions from AT&T

(Call Waiting, Call Forwarding, etc.)

Visit us on the web at www.att.com to order custom calling features for your home, find out about our products, check the status of your home bill or report trouble on your line, or call us at:1-888-544-8847

Available 24 hours a day, 7 days a week, for residence and single-line business customers.

AT&T Directory Assistance



For local numbersDial 1-411
For long-distance numbersDial 1-411
For Area CodesDial 1-411

AT&T Directories



For additional copies of your local AT&T directories, call . 1-800-792-2665

AT&T directories for other areas may be ordered for an additional charge.

TTY Service Center

For hearing-impaired or speech-impaired customers.

For all matters, including repair, relating to your phone service (TTY number)1-800-397-3172
For Operator assistance (TTY number)1-800-855-1155

For information on how your directory listing can reflect that you use a TTY, or for special rates on TTY calls within your AT&T Texas calling area, call 1-800-397-3172 (TTY).

TTY Message-RELAY TEXAS

For communication between TTY users and hearing persons.
Answered 24 hours by trained personnel.



Telecommunication Relay Services Dial 711

If you have a TTY and need to talk to someone who does not have one, or if you do not have a TTY and need to talk to someone who does, please call these numbers for assistance in relaying a message:

If you have a TTY711 or 1-800-RELAY-TX (1-800-735-2989)
If you do not have a TTY711 or 1-800-RELAY-VV (1-800-735-2988)

When using Relay Texas from a pay phone, local calls will be free of charge. Calling cards may be used for toll and long-distance calls, and the call will cost no more than if you used coins. Collect calls may be placed by providing the Communications Assistant your name and the area code and telephone number that you wish to call.

Internet Address

Visit AT&T on the Internet www.att.com



personal touch ■ advanced communications

Your Rights as a Customer

TEXAS RELAY SERVICE - 7-1-1

Texas Relay interprets calls between a person using a TTY or other devices and any other telephone user. The service also allows a person without a TTY to call a TTY user. Specially trained personnel are available 24 hours a day, 7 days a week, to relay calls. There is no extra charge for this service. Calls placed to destinations within the state of Texas will be billed at a discounted rate. Long distance calls placed through DPRS will be billed at the prevailing rates of the carrier selected by the Public Utility Commission to provide this service. To use DPRS or obtain more information, including rate information, call toll free:

If you have a TTY:

1 + 800 + RELAY-TX
(1 + 800 + 735 + 2989) (TTY)

If you do not have a TTY:

1 + 800 + RELAY-VV
(1 + 800 + 735 + 2988) (Voice)

The DPRS system can also be accessed by dialing 7-1-1. To learn more about Relay Texas, contact the Relay Texas office at **1-800-676-3777** or the Public Utility Commission of Texas at **512-936-7136 (TTY)** or **1-800-782-8477 (V)**; or relaytx@puc.state.tx.us

THIS UTILITY IS REGULATED BY

Public Utility Commission of Texas
1701 N. Congress Ave.,
P.O. Box 13326
Austin, TX 78711-3326
1-888-782-8477
www.puc.state.tx.us

STATEMENT OF NONDISCRIMINATION

CenturyTel of San Marcos, Inc., services are provided without discrimination as to a customer's race, nationality, color, religion, sex, marital status, income level, income source or the basis of geographic location. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared the service. Credit history maintained by one must be applied equally to the other without modification and without additional qualifications not required by another.

SELECTING A TELECOMMUNICATIONS CARRIER - YOUR RIGHTS AS A CUSTOMER

Telecommunications utilities (telephone companies) are prohibited by law from switching you from one telephone service provider to another without your authorization, a practice commonly known as "slamming."

If you are slammed, you should contact your new provider - the telephone company that switched you without authorization - and request that it return you to your original telephone service provider.

Texas law requires a local or long distance telephone service provider (telephone company) that has slammed you to do the following:

1. Return you to your original telephone company within three business days of your request.
2. Pay all the usual and customary charges associated with returning you to your original telephone company within five business days of your request to be returned to your original telephone company.
3. Provide all billing records to your original telephone company within ten business days of your request to be returned to your original telephone company.
4. Pay the original telephone company the amount that you would have paid to your original telephone company if you had not been slammed.
5. Refund to you, within 30 business days, any amount you paid over the amount that you would have paid for identical services by your original telephone company if you had not been slammed.

Please note that once your original telephone company has been paid by the slamming company, your original telephone company is required by law to provide you with all the benefits (e.g. frequent flyer miles) you would have normally received for your telephone use during the period in which you were slammed.

Complaints relating to slamming, the unauthorized change in a customer's telephone company, are investigated by the Public Utility Commission of Texas. If a telephone company slams you and fails to resolve your request to be returned to your

original local or long distance telecommunications service providers as required by law, or if you would like a complaint history for a particular telephone company, please write or call the:

Public Utility Commission of Texas
P.O. Box 13326
Austin, Texas 78711-3326
(512) 936-7120
1-888-782-8477 (toll free in Texas)

Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at **(512) 936-7136**.

You can prevent slamming by requesting a preferred telephone company freeze from your local telephone company. With a freeze in place, you must give formal consent to "lift" the freeze before your phone service can be changed. A freeze may apply to local toll service, long distance service, or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a customer.

Be advised that you may have additional rights under state and federal law. Please contact the Public Utility Commission if you would like further information about these additional rights.

CHARGES ON YOUR TELEPHONE BILL - YOUR RIGHTS AS A CUSTOMER

Placing charges on your telephone bill for products or services without your authorization is known as "cramming" and is prohibited by law. Your telephone company may be providing billing services for other companies, so other companies' charges may appear on your telephone bill.

If you believe you were "crammed," you should contact the telephone company that bills you for your telephone service and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 days of when it learns of the unauthorized charges:

- notify the service provider to cease charging you for the unauthorized product or service;
- remove any unauthorized charge from your bill;
- refund or credit all money to you that you have paid for an unauthorized charge; and



Customer Info Guide

LOCAL TELEPHONE COMPANIES

- How to Reach Verizon See Below
- How to Reach Other Local Phone Service Providers 2

THE BASICS AND BEYOND

- Doing Business With Verizon—
Installation, Billing, and Repair 4

For assistance finding a number, published listing, name and/or address anywhere in the U.S., please call **4 1 1**

Note: National Directory Assistance may not be available in all Verizon serving areas.

How to Reach Verizon

FOR INSTALLATION/ADDITIONAL SERVICES/CHANGES IN SERVICES, CALL:

Residential Customers **1-800-483-4000**
Business Customers **1-800-483-5000**
Visit us at **www.verizon.com**

VERIZON CENTER FOR CUSTOMERS WITH DISABILITIES

Residential Customers
Monday - Friday 8:00 a.m. - 6:00 p.m.
Voice & TTY **1-800-974-6006**

FOR QUESTIONS ABOUT YOUR BILL, CALL:

Residential Customers **1-800-483-3000**
Business Customers **1-800-483-5000**
Visit us at **www.verizon.com**

FOR PROBLEMS WITH YOUR TELEPHONE SERVICE

Visit us at **www.verizon.com/repair**
or call:
Ayuda en español disponible en el Centro de Asistencia al Cliente
Answered 24 hours a day, including holidays
Residential Customers **1-800-483-1000**
Business Customers
(five lines or less) **1-800-483-1000**
Business Customers
(six lines or more) **1-800-483-2000**

FOR PERSONS WITH HEARING OR SPEECH DISABILITIES, CALL:

Relay Texas Text Telephone (TTY) Customers
..... **7 1 1** or **1-800-735-2989**

CENTRO HISPANO DE VERIZON

Instalación, traslados, cancelaciones, servicios especiales, equipo telefónico, facturación
Clientes Residenciales **1-800-743-2483**
Clientes Comerciales **1-800-483-4522**

VERIZON PLUS

1005 Northwest Highway, Suite 1005, Garland
972-278-0778 or **1-800-483-6697**
3307 West Airport Freeway, Irving
972-413-7401 or **1-800-483-6697**

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國語住家客戶服務中心 **1-800-483-8688**

星期一至星期五 8:00 a.m. - 5:00 p.m. PST

國語商務客戶服務中心 **1-877-500-5522**

星期一至星期五 8:00 a.m. - 5:30 p.m. PST

한국어 가정용 고객 **1-800-483-7772**

월요일 - 금요일 8:00 a.m. - 5:00 p.m. PST

한국어 비즈니스 고객 **1-877-511-5522**

월요일 - 금요일 8:00 a.m. - 5:30 p.m. PST

Trung tâm khách hàng Việt Nam **1-800-483-2262**

Thứ hai - Thứ sáu 8:00 a.m. - 5:00 p.m. PST

VERIZON LONG-DISTANCE

Residential Customers **1-800-483-3737**
Business Customers **1-800-483-1660**

VERIZON PREPAID PHONE CARDS

Business Customers Only **1-800-411-8461**

INTERNET FROM VERIZON

Residential Customers **1-888-587-7333**
Business Customers **1-877-781-7233**
Contact us on the Internet at **www.verizon.net**



BURIED CABLE-MISS DIG

48 hours before you dig or drill,
please call **811**
or **1-800-344-8377**

PUBLIC COIN TELEPHONES: FOR QUESTIONS REGARDING PAY PHONES, CALL:

Independent Payphone Providers
Orders & Billing **1-800-483-2678**
Repair **1-800-483-1000**
Verizon Payphones **1-800-483-2646**

Not all services are available in all areas.



GENERAL INFORMATION

2-1-1 Community Information and Referral Services

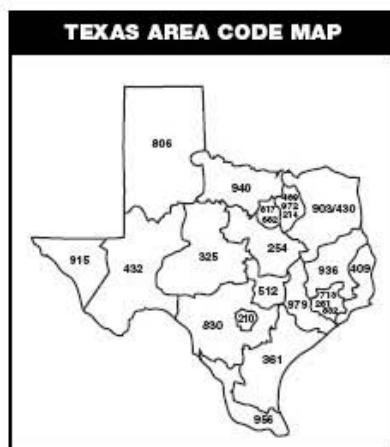
2-1-1 Texas Dialing code is for free information and referrals to health and human service and community organizations and is available 24 hours a day, 7 days a week. **2-1-1** maintains a comprehensive regional database of health and human services providers such as: government agencies and programs, food pantries, career services, child care providers, counseling services, volunteer opportunities; other nonprofit resources. By simply calling **2-1-1**, callers are connected to a live person who assists them in

assessing their need and locating information about available resources in the community. **2-1-1** is for non-emergency assistance only.

Consumer Tip: *Make sure you know what you are paying for Local Toll and Long-Distance calls, as they may have different rates. Many long-distance discount rates are being advertised (e.g., 5 cents a minute). Before you switch all of your long-distance calls, be sure to ask if these rates also apply to your Local Toll Calls. For these calls, you may be better off on the plan you are currently on.*

Area Code Map

Your area code is 903 or 972. Dial the area code on all long-distance calls, even when it is the same as your own. The map below shows the area code boundaries for the state of Texas.



Lata Map

The map below shows Local Access and Transport Area (LATA) boundaries for the state of Texas. You are located in the Bryan LATA.

Calls made within LATA boundaries are billed at your Local Toll rates. Calls that cross over your local LATA boundary are billed at Long-Distance rates.



Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones. TRS communication assistants relay telephone conversations verbatim simultaneously between TTY users and non-TTY users. Relay Texas operates 24 hours a day, seven days a week. Employees of the relay service are not allowed to disclose any information received during the relay of the call. Calls made through the relay service are confidential. Operators relay entire conversations, leaving nothing out. There is no charge to use the relay service. Discounted rates may apply to calls placed to telephone numbers within your LATA. Calls to telephone numbers outside of your LATA will be billed at the long-distance provider's regular rates. (Please see above and on page 10 for LATA information.)

The numbers for Relay Texas are **7 1 1** and toll-free **1-800-735-2989** for TTY users. If you do not have a TTY, but want to use Relay Texas to call someone who does, call **7 1 1** or **1-800-735-2988**. If you are using the relay service to make a long-distance call, tell the operator which long-distance company you want to handle your call. Some long-distance companies have their own access numbers for relay services. Contact your long-distance provider for more information. Customers with TTYs can use Relay Texas to call their local telephone service provider. Here's how: Call Relay Texas at **7 1 1** or **1-800-735-2989**. Tell the operator the number you wish to call. (Please see pages 1-3 for a list of contact numbers.)

Using a Text Telephone (TTY) device, someone with hearing or speech disabilities can call the TTY Communication Assistance Operator, toll-free, at **1-800-855-1155** for assistance. Calls to this number are free, but long-distance and operator assistance charges will apply.

- Operator-Assisted Calls
- Collect Calls
- Calling Card and Third-Number Billing Calls
- Person-To-Person Calls
- Directory Assistance Requests
- Calls From Motels and Hotels
- Line Interruptions
- Busy Line Verifications

Local Toll and Long-Distance Service

"Equal Access" allows you to choose any telecommunications company for each of these types of calls: 1) Local Toll Calls (within a LATA), 2) Long-Distance Calls (between LATAs). You may or may not decide to choose the same company for both. Once you have notified your local telecommunications company of your choice, all of your toll calls will be handled automatically by the company you chose whenever you dial "1" + area code + number to make the call.

Long-Distance Calling

Note: If the number you are calling is within an overlay area code boundary, you need to dial "1" + area code + number on all long-distance calls.






















To use your calling card, dial "0" + area code + number. You will hear a special tone indicating you should enter your calling card number. If you are calling from a rotary phone, wait for the operator to come on the line to assist you.

Collect: Collect calls are especially convenient if you are calling from a pay phone and you don't have the required change or a calling card. The operator will ask the person you are calling to accept charges for the call.




Long-Distance Rates

For specific rate information, please call your local operator. The chart below shows when each rate is in effect.

Check with your long-distance provider for its standard charges and discount and holiday rates.

	M	T	W	T	F	S	S
8:00 a.m. to *5:00 p.m.							
5:00 p.m. to *11:00 p.m.							
11:00 p.m. to *8:00 a.m.							

*to but not including

 Day
  Evening
  Night/Weekend

[illegible]

W E E K L Y

RESIDENCE

JANUARY 2007

Important Information About Telecommunications Relay Service

For most people, the telephone is an essential part of everyday life. It makes it easy to communicate with people across the street or around the world. But what about people who can't hear, can't speak, or those whose hearing has diminished over time? How can they communicate over the phone?

Telecommunications Relay Service, also known as TRS, is the convenient link between telephone users and people who use text telephones (also known as TTYs) because they are deaf, hard-of-hearing or have a speech disability.

To place a call between telephone and TTY users, simply call the TRS. You can reach the TRS by dialing 711 in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or on their websites.

A **Communication Assistant (CA)** will process your call by typing any spoken words for the TTY user to read. The Communications Assistant will also read aloud all the words that the TTY user

Continued on page 2

What's Inside

- 1 - 2 Telecommunications Relay Service
- 3 - 4 Service de Relación con Telefonos
- 4 - 5 Telephone Sans Cables Know The Facts
- 5 Llamadas de voz a teléfonos, conexión por Internet
- 6 GRAMMY Awards
- 6 Premios GRAMMY
- 6 Versos Cables
- 6 Versos a la Salud
- 6 Versos a la Salud

OTD1070728-WFS

Find out more about the GRAMMY Awards

extra



RELAY TEXAS NEWSLETTER

VOL. #4 ISSUE #2

SUMMER 2007

Sprint Relay Captures Texas Once Again!

It was in 1990 that the Texas Public Utility Commission (TPUC) took a bold move and selected Sprint as a telecommunication relay services provider. At the time, Sprint never had provided relay service, so it was done with some risk on TPUC's part. TPUC, however, found Sprint's enthusiasm and willingness to learn very appealing.

The first contract term saw TPUC and Sprint unleashing a long list of "firsts" in new features. A lot of the of ideas/suggestions/critiques came from the Relay Texas Advisory Committee.

By the time the second contract phase arrived, the honeymoon phase was gone, but mutual respect for each other continued to be very high. New and much improved relay services continued, with quite a bit of more of fine-tun-

ing services. The second time around, however, selection procedure was more challenging. Even so, in the end Sprint got selected for the second time.

The third and final contract – this year – was an interesting one. Most, if not all, TRS providers are now much more competitive, with each offering unique, alluring features. The selection procedure was not a slam-dunk kind of selection.

TPUC is proud to announce that Sprint has won the contract for the third time. The new contract started September 1, 2006, which brings Sprint's history with Texas to 16 years!

For more information on Relay Texas, visit www.relaytexas.com.

INSIDE:

FROM ED BOSSON'S OFFICE - PAGE 2

TOWN HALL MEETING — PAGES 2 & 3

FROM THE DESK OF RG - PAGE 3

RELAY PHONE NUMBERS - PAGE 4

New Service Available for French Creole-Speaking People

Sprint is pleased to announce that it now offers relay services for individuals who speak French Creole. More information will be provided in the next issue of the Relay Texas newsletter. Meanwhile, if you would like to receive information on this exclusive service, please e-mail:

relaytx@puc.state.tx.us



A Message from Ed Bosson's Office

Last September, Texas Public Utility Commission (TPUC) contracted out a five-year term telecommunications relay service (TRS) to Sprint Relay; this was the fourth five-year contract, with a one-year extension contract in 2005. Since then, both TPUC and Sprint have conducted town hall meetings in various cities. On pages 4-5, you will read about the meetings, which both Robert "RG" Giuntoli and I participated in. We found them to be extremely beneficial. The purpose of the town hall meetings was to, essentially, feel the pulse of relay users and to give updates on various TRS issues. Both RG and I have given individual presentations in various cities as well.

It is noteworthy that our all-time high call volume with traditional relay service in Texas was

about 650,000 relay calls a month – which was a few years ago. As of March this year, it hovers at around 100,000 relay calls a month. Where did all the calls go?

IR, through computers and pagers, have taken away from traditional calls, and of course, VRS has really captured the market. Both IR and VRS are under federal jurisdiction, so TPUC does not have access to the call volume of IR and VRS in Texas.

Another new service, Captioned Telephone VCO Service – better known as CapTel – is slowly, but surely, increasing the call volume for Texas. Wisconsin-based Ultratec has the patent rights to both product and service, and Sprint Relay has partnered with Ultratec to provide CapTel in Texas. It is interesting to note that in Florida, the CapTel call volume now has exceeded TTY relay calls. I predict the same for Texas over time.

I have started a blog, found at

www.edsalert.com, which focuses mainly on TRS issues, covering both state and federal regulations. It also covers a few non-related issues such as closed captioning and my musings. The average hits so far are around 9,000 a month, although in May, there were 11,831 hits. May saw a lot of interesting and even controversial alerts. If you'd like to subscribe – or unsubscribe – it's easy. Just visit the website for instructions.

Texans, please let us know what you think of the Relay Texas newsletter; and suggestions are most welcome. If there are particular topics that you want to see, be sure to let us know. Also, if the Relay Texas newsletter is put into electronic format at my blog, would you prefer that? Send your remarks to relaytx@puc.state.tx.us. If you don't have access to the Internet, send your comments to: PO Box 13326, Austin, TX 78711-3326.

Eyes open & thumbs up!

Bosson and RG at Town Hall Meetings





From the Desk of... Robert "RG" Giuntoli

Greetings, y'all!

It's been a while since I wrote for the Relay Texas newsletter, so

it's good to be back.

Sprint is very pleased to continue as a provider for Relay Texas since 1990. It is part of my job to make sure Sprint continues to give high quality service and attention that every consumer deserves. Ed Bosson and I have been working closely together to ensure that this happens.

For many years, Relay Texas has served mainly Deaf consumers. However, we have seen a declining number of Deaf consumers using

Relay Texas due to different telecommunications technologies such as e-mail, fax, Internet relay, and video relay. This is fine with us, but we know there are many people out there who still do not know what Relay Texas is – especially hearing business owners and new hearing parents of deaf children. They all need to be informed of this service. If you know of any friends or family members who needs information, please refer them to us.

I would like to take a moment to write about CapTel, a part of Relay Texas specifically designed for hard of hearing people, especially those who have lost their hearing later in life. Our CapTel service has been growing steadily since we started it. Even so, some customers do not

know how to use CapTel when they receive the new equipment.

It is for that reason that I have started a new CapTel Outreach Program where CapTel Outreach Specialists provide one-on-one, hands-on training in the comforts of the customer's home or office. CapTel Outreach Specialists are also available to present at any event or for groups. Please contact me to schedule either a home/office visit or a presentation about CapTel.

Again, if you know of any family members or friends who would benefit from free CapTel equipment and service, please refer them to me. I can be e-mailed at robert.giuntoli@sprint.com anytime.

Thank you, and have a great summer!

Texas PUC and Sprint Co-Host Town Hall Meetings

Texas Public Utility Commission (TPUC) and Sprint co-hosted town hall meetings in cities around the state (*see pictures on page 2*). With a large number of attendees at each meeting, the results were very successful.

Relay Texas administrator Ed Bosson and Sprint account manager Robert "RG" Giuntoli co-presented on a variety of topics, such as the difference between national relay services and state relay services before going into the history of Relay Texas. Audience members were fascinated by the sheer volume of calls per month, and were eager to learn about all the different types of relay services available nowadays for such a wide variety of hearing and speech disabilities.

A popular topic was the use of relay services to call 9-1-1, which continues to be a challenge. TTY users are encouraged to call 9-1-1 directly. If people

call 9-1-1 using relay services, valuable time will be lost because the relay operator will have to look for the local Public Safety Access Point (PSAP) – or in other words, the local emergency contact. The few minutes it takes to find this information could be a life-or-death matter.

Another popular topic was Internet relay services. A large portion of the presentations also focused on Captioned Telephone – or CapTel – services. CapTel™ is an amplified telephone that includes written word-for-word transcription of everything that is being said. CapTel is an innovative service developed by Ultratec and offered by Sprint.

The next town hall meeting will be held at Amarillo, on July 17 at Mr. Gatti at 6:30-9:00 PM; more details will come later.

Do you wish your city to be the next town hall meeting? If so, e-mail relaytx@puc.state.tx.us.

RELAY PHONE NUMBERS

7-1-1
Relay Texas (TTY/Voice)

1-TRS-VCO-1RTX
1 (877) 826-1789 VCO

1 (877) 826-6608
Speech-to-Speech/VCO

1 (800) RELAY-TX
1 (800) 735-2988 Voice

1 (900) 320-2303
To make a 900 call

1 (800) 662-4954
Spanish Translation

1 (800) RELAY-XI
1 (800) 735-2991 ASCII

1 (877) 826-6607
Speech-to-Speech

1 (888) 777-5380
French Creole

PUBLIC UTILITY COMMISSION STAFF

Ed Bosson, Relay Texas Administrator
Lane Lanford, Executive Director
Mike Renfro, Director of Customer Protection
Robert Giuntoli, Sprint State Account Manager

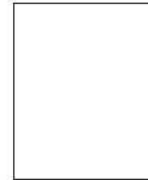
(512) 936-7000 Voice
(512) 936-7136 TTY
1701 N. Congress Ave.
Austin, TX 78711
relaytx@puc.state.tx.us

Or visit us at: www.puc.state.tx.us



1321 Rutherford Lane
Suite 120
Austin, TX 78753

www.puc.state.tx.us
relaytx@puc.state.tx.us

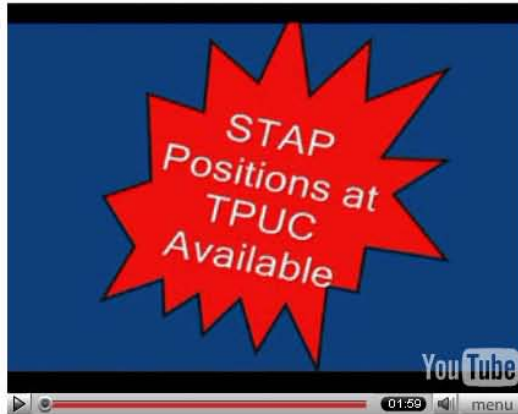


Ed's Telecom Alert

POSTS ALERTS REGARDING TRS & ITS RELATED ISSUES

[HOME](#)[ABOUT](#)[SUBSCRIPTION](#)[ARCHIVES](#)[GALLERY](#)

Two STAP Positions Available at TPUC



All..

Finally back from a three-week long from attending conferences, and one week of vacation. I will tell you about it later. For now, I want to share with you that the

[SIGN UP ED'S ALERT MAILING LIST](#)

You may manage your subscription options from your profile.

RECENT POSTS

- Two STAP Positions Available at TPUC
- Emergency Management Website
- Tech Demo of RT Equip
- Jack Cassell New Council Member
- NECA Report on TRS Reimbursements 6/2007

RECENT COMMENTS

- edsalert on Waiver Request for Interoperability as Moot
- Daryl on Waiver Request for Interoperability as Moot
- Daryl on Waiver Request for Interoperability as Moot
- Diana on FCC Consumer Advisory on CC
- Jim R. on NECA Report on TRS Reimbursements 6/2007

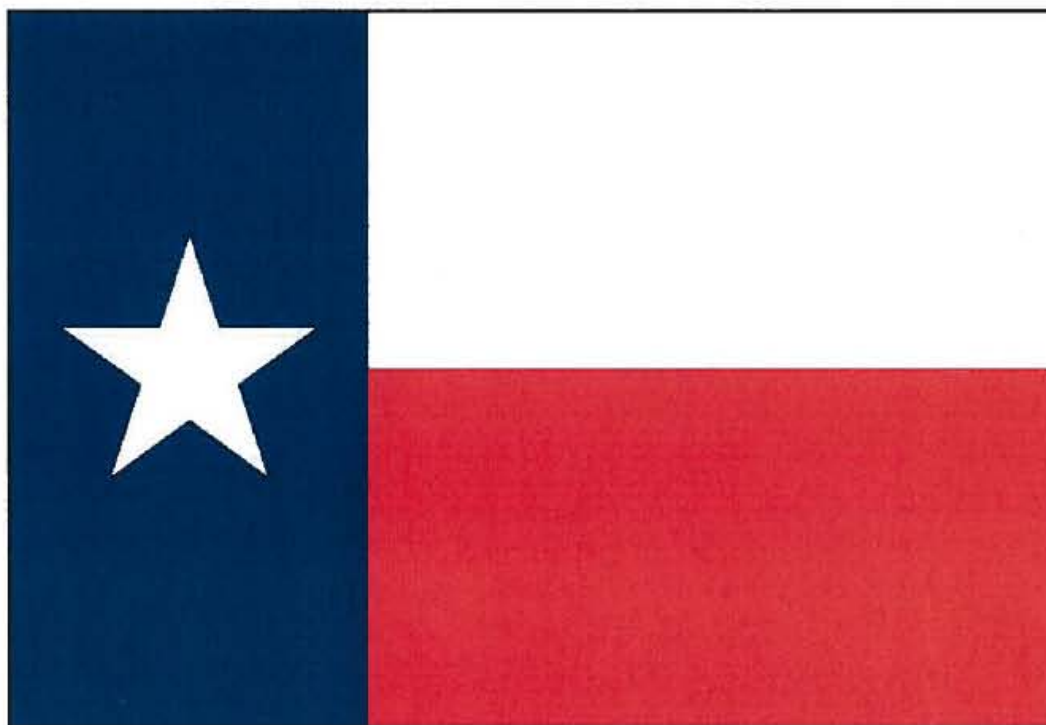
CATEGORIES

Done



Internet

100%



Relay Texas Annual Report

9.1.04 – 8.31.05





Letter from Sprint Senior Account Manager:

Dear Relay Texas Consumers,

Sprint is pleased to announce another successful year of providing a high quality telecommunications relay service in Texas. Our customer service report and comments from customers continues to bring us positive appreciation of our service.

As we enter our last year of the current contract extension, we have received an overwhelming amount of support for us to remain in Texas as the Relay Texas Provider. A few of sample letters of support are attached.

Sprint has been a proud major sponsor of the Texas Association of the Deaf Conference which was held in Austin. I co-chaired the conference with people from CSD, Texas School for the Deaf and Lamar University. I also served as the Master of Ceremony for the Miss Deaf Texas Pageant.

We have celebrated our 15th year anniversary at the Austin Relay Center and our 10th year anniversary at the Lubbock Relay Center.

We continued to provide outreach in Texas to educate the public in different features of Relay Texas and to introduce the hard of hearing communities to the new CapTel feature. In the charts, you will see that CapTel continues to grow steadily in Texas as it is becoming popular among the hard of hearing communities.



All of us in Sprint Relay want to thank everyone in Texas for their patronage in the last 15 years. we sincerely are very interested to remain in Texas for many more years to come.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Giuntoli".

Robert Giuntoli
Sr. Account Manager
Sprint TRS



Photo of the Sprint Relay Team showing everyone from Account Management, Sales and Business Development Team handling all TRS accounts. The majority of the team members are either Deaf or Hard of Hearing.

Appendix S: Copy of Relay Brochures



Relay Texas is a free service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, and speech-disabled. This service allows text-telephone (TTY) users to communicate with regular telephone users through specially trained relay agents. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained. Anyone wishing to use Relay Texas simply dials the relay number to connect with an agent. The agent will dial the requested number and relay the conversation between the two callers.

WHAT EQUIPMENT DO I NEED TO USE RELAY SERVICE?



The most common device used to make a relay call is a TTY (text-telephone device) that can be used together with a phone handset. However, the equipment you need may vary depending upon your disability. The state of Texas provides financial assistance to any person with a disability who needs special telephone equipment. For more information, call 512-407-3250 and ask about the specialized Telecommunications Assistance Program.



7-1-1 is a new statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech-disabled people who use text-telephones (TTYs). Relay users can now simply dial 7-1-1 to connect with Relay Texas. This allows easier access, particularly for less-experienced relay users such as businesses or friends and family of TTY users.

VOICE 7-1-1 OR 1-800-735-2988

Standard telephone users can easily initiate calls to Relay Texas. When calling a deaf person using a TTY, the relay agent will type the hearing person's spoken words to the TTY user and then read back the typed reply to the hearing caller.

TTY 7-1-1 OR 1-800-735-2989

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a relay agent, who then reads the typed conversation to a hearing person. The agent relays the hearing person's spoken words by typing them back to the TTY user.

VOICE CARRY-OVER 1-877-826-1789

Voice Carry-Over (VCO) allows hard-of-hearing users to speak directly to hearing people. When a hearing person speaks to you, a relay agent serves as your "ears" and types everything said to your TTY or VCO home.

VCO to TTY. The relay agent types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's TTY or text display equipment to be read.

VCO to VCO. The relay agent serves as both parties' "ears", typing what is said on both ends of the call.

VCO to HCO. The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user.

TWO-LINE VOICE CARRY-OVER 1-800-735-2989

2LVCO allows a customer with two telephone lines and/or a computer to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses. This feature provides a more natural flow of conversation without the pauses of single-line calls.

CUSTOMER DATABASE PROFILE

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. You can set up your Customer Database Profile by contacting Sprint Relay Customer Service at 1-800-676-3777.

TTY PUBLIC PAYPHONES

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone services through relay services. The order states:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Relay Texas to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

HEARING CARRY-OVER 1-800-735-2989

Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the relay agent to read to the standard telephone user.

HCO to TTY. The HCO user listens while the relay agent voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.

HCO to HCO. HCO users may contact other HCO users through Relay Texas. The relay agent will voice to both parties what is typed on each user's TTY.



CALLER ID

Your phone number will be sent automatically to any person you call through Relay Texas. For one call only, notify the agent you wish to block Caller ID. To permanently block your phone number from being sent through all Relay Texas calls, contact Customer Service.



For those relay users who prefer to communicate using American Sign Language (ASL), Relay Texas has developed a unique solution, Texas Video Interpreting Service (TVIS). TVIS allows users to communicate with a video interpreter in ASL via a desktop computer with videoconference capabilities. With TVIS, a video interpreter (similar to a relay agent) will relay the telephone conversation with an ASL user in a visual format and voices it to a hearing person via standard telephone. This allows the participants to see expressions and gestures during the call. TVIS callers can use either stand-alone video phones or a videoconference package with a computer (most popular) to connect to a TVIS site to see a video interpreter.

SPEECH-TO-SPEECH 1-877-826-6607

Specially trained relay agents serve as the speech-disabled user's voice and repeat his/her responses to the called party. Relay Texas' sophisticated equipment and exceptional STS agent training ensure that speech-disabled users will be heard and understood. There may be instances where an STS user will be asked to repeat his/her message to ensure that it is relayed correctly.

SPEECH-TO-SPEECH VCO 1-877-826-6600

Relay Texas allows deaf/hard-of-hearing users to use their voices directly when calling through this feature. If the other party does not understand the Speech-to-Speech (STS)/Voice Carry-Over (VCO) user's voice, the agent will voice the message after he/she is done speaking. Then the agent will type the voice user's dialogue to the STS/VCO user. A TTY is required for this call type.

SPANISH RELAY 1-800-662-4954

TTY users can type in Spanish and the conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translation via relay. To make a Spanish Relay call, dial Relay Texas and instruct the relay agent how you want your call translated.

900 SERVICES 1-900-230-2303

Relay users dial a **separate toll-free 900 number** to connect with Relay Texas. The relay agent will then dial the requested outbound 900 service number. The caller is responsible for direct billing. Billing will begin upon connection to the 900 number. Rates vary depending upon the 900 service called.

ASCII CALLS 1-800-735-2991

Computer users can access Relay Texas directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud:

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

It may be helpful to set your "time out" to 100 seconds. When calling at a rate of 300 baud or below, follow the above settings using Half Duplex.

ASCII Split Screen is designed to allow High Speed ASCII computer users and relay agents to type and communicate more clearly and quickly. Typed text by both the caller and the agent will appear on split windows on the computer screen. ASCII users can interrupt the agent if needed, or the agent can interrupt the ASCII user if requested to do so by the voice party.

REDUCED TYPING SPEED 1-877-826-9348

Relay users with impaired vision often use special TTYs equipped with large visual displays and prefer slower typing speeds to read messages. Relay Texas has a toll-free number that provides customized relay services for the unique needs of these individuals. During these relay calls, the agent will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words per minute.

CONTACTS FOR MORE INFORMATION

Customer Service is available to answer any questions or to receive customer suggestions, comments or complaints. When calling about a specific incident, please remember to provide the relay agent's identification number, date, and time of call.

INTERNATIONAL CALLS

Relay Texas allows you to place and receive

EMERGENCY

In case of emergency, relay users should

1-800-676-3777

Sprint Relay Customer Service

Spanish Relay

1-800-662-4954 TTY/Voice (Voz)



¡Ofreciendo servicios 24 horas al día!

Available 24 hours a day!

Servicios de Relay en Español

Relay Texas le ofrece servicio de transmisión en español a nuestros clientes hispano-hablantes. Los usuarios de TTY pueden escribir en español y las conversaciones serán transmitidas en el mismo idioma al destinatario. Adicionalmente, los usuarios de TTY pueden pedir traducción del español al inglés, o del inglés al español, a través del servicio transmisor. Para hacer una llamada transmitida en español, llamar al 1-800-662-4954 y informe al agente que usted desea que su llamada sea traducida.

Para más información llame a Sprint Servicios de Clientes de Relay al 1-800-676-4290 (TTY/Voz).

Relay Services in Spanish

Relay Texas offers Spanish relay service for our Spanish-speaking customers. TTY users can type in Spanish and the conversations will be relayed in Spanish to the called party. In addition, TTY users can also request Spanish to English or English to Spanish translation via relay. To make a Spanish Relay call, dial 1-800-662-4954 and instruct the agent how you want your call translated.

For more information, call Sprint Relay Customer Service at 1-800-676-3777 (TTY/Voice).





Reduced Typing Speed (RTS)

1-877-826-9348

Relay users with impaired vision often use special TTY's equipped with telebraille or large visual displays and prefer slower typing speeds to read messages. Relay Texas has a toll free number that provides customized relay service for the unique need of these individuals. During these relay calls, the agent will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words per minute.

Two-Line Voice Carry-Over

1-800-735-2989 TTY or
1-800-735-2991 ASCII



For a more natural conversation without pauses or "GA"s

Two-Line Voice Carry-Over (2LVC) makes it possible for both parties—the deaf/hard-of-hearing person and the hearing person—to speak to each other. At the same time, the deaf/hard-of-hearing person is also able to read what the hearing person says. There is no need to say "GA" or "Go Ahead".

Two separate phone lines are needed for 2LVC, one of which must have three-way calling service provided by your local phone company. Because two lines are used, the relay agent hears everything but types only what the hearing party says to the deaf/hard-of-hearing person.

More detailed information on 2LVC is available on the back of this flyer or by calling Sprint Relay Customer Service at 1-800-676-3777 (TTY/Voice).

How do I place a Two-Line VCO call?

- Dial 1-800-735-2989 (TTY) or 1-800-735-2991 (ASCII) on line #1 and say, "2-Line VCO, please call me back on (provide the telephone number of line #2, your voice phone)."
- The relay agent will call you back on line #2. Answer by speaking and check that the agent can hear you.
- Press the flash button or switch-hook to obtain a second dial tone. Dial the hearing party.
- Press the flash button or switch-hook to reconnect the agent. Begin your conversation.



Speech-to-Speech (STS) ▪ 1-877-826-6607



Communication solutions for people with speech disabilities

- Specially trained relay agents provide Speech-to-Speech service by acting as the speech-disabled user's voice. The agent will listen and repeat the speech-disabled user's dialogue to the called party.
- Sprint's unparalleled equipment and exceptional STS agent training ensure that speech-disabled users will be heard *and* understood.
- Available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.
- Relay Texas can permanently establish your call type as Speech-to-Speech.

For further assistance with Speech-to-Speech, call Sprint Relay Customer Service at 1-800-676-3777 (TTY/Voice).

How do I place a Speech-to-Speech call?

- Dial Relay Texas at 1-877-826-6607.
- You will hear, "Texas Speech-to-Speech agent (number). May I have the number you are calling to please?"
- Voice the area code and telephone number of the party you want to call.
- The agent will say "Voice Now" to you as your cue to speak directly to your party. The agent will revoice what you have said if the called party does not understand you. There may be instances where you will be asked to repeat your message to ensure that it is conveyed correctly. Remember to say "Go Ahead" when you are ready for the other person to respond.



Appendix T: Copy of Legislation

TX CIV ST Art. 1446c

SECTION 5. The Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes) is amended by adding Section 96A to read as follows:

<<+SEC. 96A. (A) THE COMMISSION SHALL ADOPT AND ENFORCE RULES ESTABLISHING A STATEWIDE TELECOMMUNICATIONS RELAY ACCESS SERVICE FOR THE HEARING-IMPAIRED AND SPEECH-IMPAIRED USING SPECIALIZED COMMUNICATIONS EQUIPMENT SUCH AS TELECOMMUNICATIONS DEVICES FOR THE DEAF (TDD) AND OPERATOR TRANSLATIONS. THE PURPOSE OF THIS SECTION IS TO PROVIDE FOR THE UNIFORM AND COORDINATED PROVISION OF THE SERVICE ON A STATEWIDE BASIS BY ONE TELECOMMUNICATIONS CARRIER.+>>

<<+(B) ON OR BEFORE JANUARY 1, 1990, THE COMMISSION SHALL ADOPT RULES ESTABLISHING A STATEWIDE TELECOMMUNICATIONS RELAY ACCESS SERVICE FOR THE HEARING-IMPAIRED AND SPEECH-IMPAIRED WITH THE FOLLOWING PROVISIONS:+>>

<<+(1) THE SERVICE SHALL PROVIDE THE HEARING-IMPAIRED AND SPEECH-IMPAIRED WITH ACCESS TO THE TELECOMMUNICATIONS NETWORK IN TEXAS EQUAL TO THAT PROVIDED OTHER CUSTOMERS;+>>

<<+(2) THE SERVICE SHALL BEGIN ON OR BEFORE SEPTEMBER 1, 1990;+>>

<<+(3) THE SERVICE SHALL CONSIST OF THE FOLLOWING:+>>

<<+(A) SWITCHING AND TRANSMISSION OF THE CALL;+>>

<<+(B) VERBAL AND PRINT TRANSLATIONS BY EITHER LIVE OR AUTOMATED MEANS BETWEEN HEARING-IMPAIRED AND SPEECH-IMPAIRED INDIVIDUALS WHO USE TDD EQUIPMENT OR SIMILAR AUTOMATED DEVICES AND OTHERS WHO DO NOT HAVE SUCH EQUIPMENT; AND+>>

<<+(C) OTHER SERVICE ENHANCEMENTS PROPOSED BY THE CARRIER AND APPROVED BY THE COMMISSION;+>>

<<+(4) THE CALLING OR CALLED PARTY SHALL BEAR NO CHARGE FOR CALLS ORIGINATING

AND TERMINATING WITHIN THE SAME LOCAL CALLING AREA;+>>

<<+(5) THE CALLING OR CALLED PARTY SHALL BEAR ONE-HALF OF THE TOTAL CHARGES ESTABLISHED BY CONTRACT WITH THE COMMISSION FOR INTRASTATE INTEREXCHANGE CALLS;+>>

<<+(6) AS SPECIFIED IN ITS CONTRACT WITH THE COMMISSION, CHARGES RELATED TO PROVIDING THE SERVICE WHICH ARE NOT BORNE BY A CALLING OR CALLED PARTY PURSUANT TO SUBDIVISIONS (4) AND (5) OF THIS SUBSECTION SHALL BE FUNDED FROM THE UNIVERSAL SERVICE FUND;+>>

<<+(7) LOCAL EXCHANGE CARRIERS SHALL NOT IMPOSE INTEREXCHANGE CARRIER ACCESS CHARGES ON CALLS WHICH MAKE USE OF THIS SERVICE AND WHICH ORIGINATE AND TERMINATE IN THE SAME LOCAL CALLING AREA;+>>

<<+(8) LOCAL EXCHANGE CARRIERS SHALL PROVIDE BILLING AND COLLECTION SERVICES IN SUPPORT OF THIS SERVICE AT JUST AND REASONABLE RATES; AND+>>

<<+(9) IF THE COMMISSION ORDERS A LOCAL EXCHANGE COMPANY TO PROVIDE FOR A TRIAL TELECOMMUNICATIONS RELAY ACCESS SERVICE FOR THE HEARING-IMPAIRED OR SPEECH-IMPAIRED, ALL PERTINENT COSTS AND DESIGN INFORMATION FROM THIS TRIAL SHALL BE AVAILABLE TO THE GENERAL PUBLIC.+>>

« +(C) THE COMMISSION SHALL ALLOW TELECOMMUNICATIONS UTILITIES TO RECOVER THEIR UNIVERSAL SERVICE FUND ASSESSMENT RELATED TO THIS SERVICE THROUGH A SURCHARGE WHICH THE UTILITY MAY ADD TO ITS CUSTOMERS' BILLS. THE COMMISSION SHALL SPECIFY HOW THE AMOUNT OF THE SURCHARGE IS TO BE DETERMINED BY EACH UTILITY. IF A UTILITY CHOOSES TO IMPOSE THE SURCHARGE, THE BILL SHALL LIST THE SURCHARGE AS THE "UNIVERSAL SERVICE FUND SURCHARGE." +>>

<<+(D) FOR THE PURPOSE OF FUNDING THE START-UP COSTS OF THIS SERVICE AND FOR THE FIRST YEAR OF THE SERVICE, THE COMMISSION SHALL REQUIRE THAT 55 PERCENT OF THE FUNDS SHALL COME FROM LOCAL EXCHANGE CARRIERS AND THAT 45 PERCENT OF THE FUNDS SHALL COME FROM ALL OTHER TELECOMMUNICATIONS UTILITIES. AT THE END OF THE FIRST YEAR OF THE SERVICE, THE COMMISSION SHALL SET THE APPROPRIATE ASSESSMENTS FOR THE FUNDING OF THE SERVICE BY ALL TELECOMMUNICATIONS UTILITIES. IN SETTING THE APPROPRIATE ASSESSMENTS AFTER THE FIRST YEAR FOR FUNDING OF THE SERVICE, THE COMMISSION SHALL CONSIDER THE AGGREGATE CALLING PATTERN OF THE USERS OF THE SERVICE AND ALL OTHER FACTORS FOUND APPROPRIATE AND IN THE PUBLIC INTEREST BY THE COMMISSION. THE COMMISSION SHALL REVIEW THE ASSESSMENTS ANNUALLY AND ADJUST THE ASSESSMENTS AS FOUND APPROPRIATE HEREUNDER.+>>

<<+(E) ON OR BEFORE APRIL 1, 1990, THE COMMISSION SHALL SELECT THE TELECOMMUNICATIONS CARRIER WHICH WILL PROVIDE THE STATEWIDE TELECOMMUNICATIONS RELAY ACCESS SERVICE FOR THE HEARING-IMPAIRED AND SPEECH-IMPAIRED. IN AWARDING THE CONTRACT FOR THIS SERVICE, THE COMMISSION SHALL MAKE A WRITTEN AWARD OF THE CONTRACT TO THE OFFERER WHOSE PROPOSAL IS THE MOST ADVANTAGEOUS TO THE STATE, CONSIDERING PRICE, THE INTERESTS OF THE HEARING-IMPAIRED AND SPEECH-IMPAIRED COMMUNITY IN HAVING ACCESS TO A HIGH QUALITY AND TECHNOLOGICALLY ADVANCED TELECOMMUNICATIONS SYSTEM, AND

ALL OTHER FACTORS LISTED IN THE COMMISSION'S REQUEST FOR PROPOSALS. THE COMMISSION SHALL CONSIDER EACH PROPOSAL IN A MANNER THAT DOES NOT DISCLOSE THE CONTENTS OF THE PROPOSAL TO COMPETING OFFERERS. THE COMMISSION'S EVALUATION OF THE PROPOS-

ALS SHALL INCLUDE:+>>

<<+(1)CHARGES FOR THE SERVICE;+>>

<.(2)SERVICE ENHANCEMENTS PROPOSED BY THE OFFERERS;+>>

<<+(3)TECHNOLOGICAL SOPHISTICATION OF THE NETWORK PROPOSED BY THE OFFERERS;
AND+>>

<<+(4)THE PROPOSED COMMENCEMENT DATE FOR THE SERVICE.+>>

<<+(F) THE TELECOMMUNICATIONS CARRIER PROVIDING THE SERVICE SHALL BE COMPENSATED FOR PROVIDING SUCH SERVICE AT RATES, TERMS, AND CONDITIONS ESTABLISHED IN ITS CONTRACT WITH THE COMMISSION. THIS COMPENSATION MAY INCLUDE A RETURN ON THE INVESTMENT REQUIRED TO PROVIDE THE SERVICE AND COMPENSATION FOR UNBILLABLE AND UNCOLLECTIBLE CALLS PLACED THROUGH THE SERVICE, PROVIDED THAT COMPENSATION FOR UNBILLABLE AND UNCOLLECTIBLE CALLS SHALL BE SUBJECT TO A REASONABLE LIMITATION AS DETERMINED BY THE COMMISSION.+>>

<<+(G) ON OR BEFORE SEPTEMBER 15, **1989**, THE COMMISSION SHALL APPOINT AN ADVISORY COMMITTEE TO ASSIST THE COMMISSION IN ADMINISTERING THIS SECTION.+>>

<<+(1) THE ADVISORY COMMITTEE SHALL BE COMPOSED OF:+>>

<<+(A) TWO DEAF PERSONS RECOMMENDED BY THE TEXAS ASSOCIATION OF THE DEAF;+>>

<<+(B) ONE HEARING-IMPAIRED PERSON RECOMMENDED BY SELF-HELP FOR THE HARD OF HEARING;+>>

<<+(C) ONE HEARING-IMPAIRED PERSON RECOMMENDED BY THE AMERICAN ASSOCIATION OF RETIRED PERSONS;+>>

<<+(D) ONE DEAF AND BLIND PERSON RECOMMENDED BY THE TEXAS DEAF/BLIND ASSOCIATION;+>>

<<+(E) ONE SPEECH-IMPAIRED PERSON AND ONE SPEECH-IMPAIRED AND HEARING-IMPAIRED PERSON RECOMMENDED BY THE COALITION OF TEXANS WITH DISABILITIES;+>>

<<+(F) TWO REPRESENTATIVES OF TELECOMMUNICATIONS UTILITIES, ONE REPRESENTING A NONLOCAL EXCHANGE UTILITY AND ONE REPRESENTING A LOCAL EXCHANGE CARRIER, CHOSEN FROM A LIST OF CANDIDATES PROVIDED BY THE TEXAS TELEPHONE ASSOCIATION;+>>

<<+(G) TWO PERSONS, AT LEAST ONE OF WHOM IS DEAF, WITH EXPERIENCE IN PROVIDING RELAY SERVICES RECOMMENDED BY THE TEXAS COMMISSION FOR THE DEAF; AND+>>

<<+(H) TWO PUBLIC MEMBERS RECOMMENDED BY ORGANIZATIONS REPRESENTING CONSUMERS OF TELECOMMUNICATIONS SERVICES.+>>

<<+(2) THE COMMISSION SHALL APPOINT ADVISORY COMMITTEE MEMBERS BASED ON RECOMMENDED LISTS OF CANDIDATES SUBMITTED IN ACCORDANCE WITH PARAGRAPH (F) OF SUBDIVISION (1) OF THIS SUBSECTION.+>>

<<+(3) THE ADVISORY COMMITTEE SHALL MONITOR THE ESTABLISHMENT, ADMINISTRATION, AND PROMOTION OF THE STATEWIDE TELECOMMUNICATIONS RELAY ACCESS SERVICE AND ADVISE THE COMMISSION IN PURSUING A SERVICE WHICH MEETS THE NEEDS OF THE HEARING-IMPAIRED AND SPEECH-IMPAIRED IN COMMUNICATING WITH OTHER USERS OF TELECOMMUNICATIONS SERVICES.+>>

<<+(4) THE TERMS OF OFFICE OF EACH MEMBER OF THE ADVISORY COMMITTEE SHALL BE TWO YEARS. A MEMBER WHOSE TERM HAS EXPIRED SHALL CONTINUE TO SERVE UNTIL A QUALIFIED REPLACEMENT IS APPOINTED.+>>

<<+(5) THE MEMBERS OF THE ADVISORY COMMITTEE SHALL SERVE WITHOUT COMPENSATION BUT SHALL BE ENTITLED TO REIMBURSEMENT AT RATES ESTABLISHED FOR STATE EMPLOYEES FOR TRAVEL AND PER DIEM INCURRED IN THE PERFORMANCE OF THEIR OFFICIAL DUTIES.+>>

<<+(6) THE COMMISSION SHALL REIMBURSE MEMBERS OF THE ADVISORY COMMITTEE IN ACCORDANCE WITH SUBDIVISION (5) OF THIS SUBSECTION AND SHALL PROVIDE CLERICAL AND STAFF SUPPORT TO THE ADVISORY COMMITTEE, INCLUDING A SECRETARY TO RECORD THE COMMITTEE MEETINGS.+>>

<<+(7) THE COMMISSION'S COSTS ASSOCIATED WITH THE ADVISORY COMMITTEE SHALL BE REIMBURSED FROM THE UNIVERSAL SERVICE FUND.+>>

TX CIV ST Art. 1446c

SECTION 6. Subsection (a), Section 98, Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes), is amended to read as follows:

(a) The commission shall adopt and enforce rules requiring local exchange companies to establish a universal service fund to assist local exchange companies in providing basic local exchange service at reasonable rates in high cost rural areas, to reimburse local exchange companies for revenues lost as a result of providing tel-assistance service under this Act, <<+TO REIMBURSE THE TELECOMMUNICATIONS CARRIER PROVIDING THE STATEWIDE TELECOMMUNICATIONS RELAY ACCESS SERVICE FOR THE HEARING-IMPAIRED AND SPEECH-IMPAIRED AS AUTHORIZED IN SECTION 96A OF THIS ACT,+>> and to reimburse the Texas Department of Human Services and the Public Utility Commission of Texas for costs incurred in implementing the provisions of this article.

SECTION 7. This Act takes effect September 1, **1989**.

SECTION 8. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency and an imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended, and this rule is hereby suspended.

Passed by the House on May 11, **1989**, by a non-record vote; and that the House concurred in Senate amendments to H.B. No. 174 on May 25, **1989**, by a non-record vote; passed by the Senate, with amendments, on May 23, **1989**, by a viva-voce vote.

Approved June 16, **1989**.

Effective Sept. 1, **1989**.

TX LEGIS 1154

Appendix U: Copy of Complaint Logs from 2002-2007

Complaint Tracking for Texas (6/1/06 to
5/31/07) Total Customer Contacts: 86

Nature of Complaint	Date of Resolution	Explanation of Resolution
Customer stated that agent did not keep her informed of what was going on. The customer had asked for a specific person and some things were typed to her but there was quite a bit of time when she didn't know what was happening. It was a very confusing call. Customer thought this agent may need further coaching.	05/31/07	Thanked the customer for letting us know and assured that the complaint would be sent in. No call back requested. Spoke with agent and reminded her that she needed to keep the customer informed of everything that is going on; Agent understood and will remember to follow through.
Customer stated her voice cannot be heard on VCO calls. This has been happening for 4 5 months.	05/31/07	Apologized for inconvenience and issued trouble ticket. Follow up via e-mail requested.
TTY customer reported garbling problems when requesting transfer to Spanish Relay operators; garbling problem only occurs when the transfer is made.	05/30/07	Apologized for problems; customer requested follow up via e-mail. Staff e- mailed customer and apologized for her frustration. Explained that we needed date, time and agent ID number in order to track down the root of the cause of the problem. Closed due to lack of information needed to follow up.
TTY customer reported agent and supervisor lied about her garbled messages when customer asked if message garbled and agent responded. How could agent understand what was typed when the messages had supposedly been all garbled. Customer was angry at supervisor and how the issue was handled: customer called into RCS 4 times , and garbled messages were received each time could not place the call through.	05/10/07	Rep called customer TTY to TTY to communicate that complaint would be forwarded to management; customer requested follow up. Team Leader met with agent and discussed the importance of following customer instructions and keeping the customer informed. Agent understood. Team Leader contacted customer to follow up and apologize.
VCO customer reported that outbound caller has trouble hearing her.	05/09/07	Apologized for the technical problem and opened Trouble Ticket. No follow up.
S2S customer said he is stressed out with problems since yesterday with a CA. Does not want to hear from her again! Doesn't like the way she asks and feels she is not fit for the job!	05/03/07	Team Leader spoke with CA and called customer back, saying we would try to train this CA to better understand him.
Customer contacted trainer from SD center via e-mail and stated that she entered a phone number and a statement to ask for a specific person. Agent sat there and did not respond, then hung up on customer. This occurred on 4/28/07 at 5:53 pm. Customer did not request a follow up.	05/01/07	Lack of information to warrant a follow up resolution.
Person unhappy with CA and says he was told by a team leader that he could not have another CA. Person had to repeat too much with CA, who did not wait for the end of the sentence. Said the CA was intolerable.	05/01/07	Apologized, and customer requested follow up. Team Leader spoke to CA and Team Leader on duty that night. Team Leader also explained that sometimes there isn't another operator available. Customer stated that he would try to be a Team Leader more patient and would try to call with more complex problems during the day. A follow up e-mail also sent to customer by the IT staff.
CapTel user hears echos.	04/23/07	Advised customer of proper handset placement and suggested using Volume Boost button to reduce echo.
Customer reported having a difficult time with agents when connecting to recordings. Did not have agent ID numbers, but needed to make multiple calls to accomplish business tasks. Admits she became frustrated and called some agents names.	04/20/07	Contacted customer, and apologized again. Discussed options for instructions when connecting to recordings. Determined that it may be best for agents to type complete message so that the customer can decide which option to select. Customer understood that

(915-25)
(961-46)

Request for Proposals

PUBLIC UTILITY COMMISSION OF TEXAS
REQUEST FOR PROPOSALS
TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE
FOR PEOPLE WITH HEARING OR SPEECH DISABILITIES

Authorized By
Public Utility Regulatory Act of 1999, Title II, Texas Utilities Code



Public Utility Commission of Texas
William B. Travis Building
1701 North Congress Avenue
Austin, Texas 78701

Dated Material---Open Immediately
Closing Date---3:00 p.m., Central Time
February 24, 2006

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Request for Proposals to Provide Telecommunications Relay Service in Texas

GENERAL INFORMATION

The Public Utility Commission of Texas (PUCT) is requesting proposals in the form of one proposal with four pricings² for the provision of telecommunications relay service (TRS) in Texas to start on September 1, 2006 for a five-year contract term ending August 31, 2011. TRS provides telephone-interpreting service for people who can hear and for those who are deaf, hard-of-hearing, deaf-blind, or speech-disabled. TRS makes it possible for persons with a hearing loss or speech disability who may or may not be using special equipment to be able to communicate with hearing persons without special equipment or with other persons with special equipment (e.g. oralist using voice-carryover conversing with a deaf person using a telecommunications device for the deaf (TTY)). This RFP uses the term “TRS provider” rather than “vendor,” “contractor,” or “proposer” to mean the entity which the PUCT will select to provide telecommunications relay service in Texas for the period September 1, 2006 through August 31, 2011. This RFP uses the term “proposer(s)” to mean that the entities respond to the RFP. The TRS provider shall (1) make the specified services available for all Texans at all times (24 hours a day, 365 days a year); (2) ensure that Relay users are able to place TRS calls from their primary location and locations other than their primary locations³ and to utilize alternative billing arrangements; and (3) provide access to the telecommunications network equal in all respects to that provided to users accessing the telecommunications network through non-relay services, as required in compliance with the Request for Proposals and state and federal law.

1. BACKGROUND INFORMATION

The Texas Legislature authorized Telecommunications Relay Service (TRS) in 1989 to provide persons with hearing loss and speech disabilities access to the telecommunications network in Texas functionally equal to that provided hearing users. The Legislature specified that the TRS shall be statewide in nature and that it begin providing service on or before September 1, 1990. Only one telecommunications carrier shall provide for the uniform and coordinated provision of the service on a statewide basis. Eighty percent of inbound relay calls must be processed in the Texas TRS center(s), and up to 20% of relay calls can be rerouted to the TRS provider’s relay center(s) in other states. However, past legislation⁴ provides that the PUCT can seek services from another TRS provider if the incumbent TRS provider is unable to provide a special feature determined to be a desirable addition to Relay Texas. Special features can be provided in Texas or in other states, if doing so provides the best value to Texas.

Using a competitive bidding procedure, the first telecommunications carrier was selected to provide a five-year service contract and since that time the TRS contract has had a similar term cycle. Texas’s TRS - named Relay Texas - commenced on September 1, 1990. Title IV of the Americans with Disabilities Act of 1990 required that all states provide TRS effective July 26, 1993. The PUCT published Requests for Proposals in 1994 and 1999 for contract terms from state fiscal years 1995 through 2000 and 2000 through 2005. An extended contract for one additional year from September 1, 2005 through August 31, 2006 was signed. The current extended contract will expire on August 31,

² See Two Sections: Section 3.1; Separate Pricings and Section 6.6; The Proposal Pricing Package.

³ This does not include Texans utilizing roaming feature to make relay calls to non-Texas location while out of Texas.

⁴ TEX UTIL CODE §56.1085 (As amended 1999)

2006.

1.1. Data Information (see Attachment A).

Attachment A includes two reports to assist proposers in preparing pricing information. The first report contains monthly call volumes by device (outbound calls). The second report provides outbound conversation minutes and calls and completed calls.

1.2. Request for Proposals Available on Internet.

The Request for Proposals is available to download from www.puc.state.tx.us and from the Electric State Business Daily site at: <http://esbd.tbpc.state.tx.us/>

1.3. ACTIVITY PLAN

Proposers should comply with the following deadlines, or their replacements, to be posted on www.puc.state.tx.us.

1.4. Anticipated Schedule of Activities.

Notice of RFP Published in <i>Texas Register</i>	December 30, 2005
Request for Proposals available online	December 30, 2005
Email or faxed Questions Due to PUCT	January 13, 2006
Proposers Conference	January 25, 2006
Proposals Due at 3 p.m. CST	February 24, 2006
Post-Proposal Queries ⁵	February 24, 2006 – March 31, 2006
TRS Provider Selected	March 31, 2006
Contract Negotiated	April 3, 2006 – April 14, 2006
Implementation Date	September 1, 2006

Disclaimer: Dates are subject to change. The PUCT will post to its website any significant changes affecting the procurement process as well as answers to all questions asked by potential proposers, who will not be identified on the website. Dates for the selection of a TRS provider may be announced earlier or later than the dates stated.

1.5. Proposers Conference Questions.

Proposers are encouraged to submit written questions by January 13, 2006 to allow the PUCT staff adequate time to prepare responses to be provided at the Proposers Conference. The questions should be filed in Central Records in RFP No. **xxxxx** to the attention of purchaser. Questions will be taken during the Proposers Conference, but may or may not be answered then. Questions not answered at the meeting will be answered in writing. All questions and answers will be filed in RFP No. **xxxxx** and the data gathered from the meeting will be published on www.puc.state.tx.us.

1.6. Proposers Conference.

Proposers are encouraged to attend a pre-proposal conference to be held at the Commission's offices, 1701 North Congress Avenue, Austin, Texas on January 25, 2006 beginning at 9:00 am. The meeting will be held in Hearing Room Gee on the 7th floor. Please call 512/936-7147 (TTY) or send an email to ed.bosson@puc.state.tx.us to confirm the place, time, and date.

2. ADMINISTRATIVE REQUIREMENTS

2.1. Sole Point of Contact.

This Request for Proposals is issued by the Commission, which is responsible for selecting the

⁵ These queries will be made to individual proposers for clarification of items in their proposals. The answers will be kept confidential and will not be for public release.

TRS provider to provide statewide TRS in Texas and for administering the service. The Commission is the sole point of contact in the State of Texas for issues regarding this Request for Proposals.

2.2. Compensation to the Selected TRS provider.

2.2.a. Universal Service Fund.

The TRS provider shall be compensated for providing statewide TRS in Texas at the prices, terms, and conditions established in its contract with the Commission. Funding for the TRS comes from the Texas Universal Service Fund (TUSF). The TUSF administrator will make monthly payments under the contract terms after approval of expenses by the Commission.

2.2.b. “At No Additional Cost” Statement.

Use of the term “at no additional cost” in the Request for Proposal is intended only to emphasize that certain equipment and services are to be furnished at no additional cost to the TUSF. It shall not be construed to mean that provision of other equipment and services within scope of the contract but not expressly identified in the contract, which equipment and services may therefore not be associated with additional cost under the terms of the contract, shall entitle the TRS provider to additional compensation.

2.2.c. Conversation Minutes.

Compensation for the service shall be based on the time when all three parties (caller, called party, and relay agent) are connected during a relay call, and calculated on a per minute basis of usage. The third party or called party can also include answering machines, voice mail, voice menus, etc. These shall be considered Conversation Minutes. Start-up, interim times between calls, and wrap-up times where only the relay agent and one other party are connected shall not be included in the conversation minutes. Conversation Minutes must be timed to the tenth of a second (or less) for each relay call. The total for the 24-hour section can be rounded up to the nearest second.

2.2.d. One Postalized Rate.

Only one Postalized Rate for the contract term will be considered. This rule also applies to separate pricing of mandatory-optional and desirable services.

Note: In determining postalized rates for mandatory-optional or desirable services, there shall be no “minimum minutes” required in providing the service with the rates.

2.2.e. Un-billable and Uncollectible Relay Calls.

In calculating the postalized rates, the bidder may include a return on the investment required to provide the service and compensation for un-billable and uncollectible relay calls placed, provided that the cost of un-billable and uncollectible calls shall be subject to a reasonable limitation as determined by the Commission.⁶

2.3. Discrepancies, Explanations, and Clarifications.

Should a bidder find ambiguities or discrepancies in the specifications of this RFP, or should there be doubt as to the meaning or intent of any section or subsection herein, the proposer must request clarification from the PUCT contract administrator⁷ prior to the deadline for submitting proposals. Failure to request a clarification prior to the proposal due date will bind the TRS provider to the PUCT’s interpretation of the contract at no additional cost to the state.

2.4. Conflict within Contract, Contract Modification, and Request for Proposal.

In the event of a conflict between provisions of the contract documents, the controlling provisions shall be in this order: first, those of the contract, including contract modifications; second, those

⁶ Substantive Rule Cite: §26.414 (c)(3)(C)(ii)

⁷ The person designated by the PUC as the Relay Texas contact shall be the contract administrator. In his absence, the Director of the PUC Customer Protection Division is the back-up contract administrator.

of the Request for Proposal; and third, those of the TRS provider's proposal.

2.5. Penalty Formula for Average Speed Answer Criteria.

The monthly report will show a 24-hour average speed of answer (ASA). Any day (24-hour period) that exceeds the required 3.3 ASA will result in liquidated damages. The procedure will determine the percentage of the ASA that is over the required average by dividing 3.3 by the ASA in any day that the ASA exceeds 3.3 second. Once the percentage is determined, then multiply the percentage by the penalty amount as follows: The penalty will be based on 1% of the monthly invoice (billable minutes based on total conversation minutes) where ASA violation(s) reside in, then dividing that 1% amount by the number of days of that month. This amount will be the base penalty to use in the formula for that month. The days in violation will then be totaled to determine the monthly penalty. The penalty amount will be deducted from the invoice. See Attachment H for the formula in determining the liquidated damages assessment and exemplar data along with the explanation of the formula.

Penalties will not be assessed for days in which acts of God or system or network breakdowns that are not the fault of the TRS provider cause the ASA to exceed the 3.3 average; however, the burden is on the TRS provider⁸ to show cause why the penalty should not be assessed. The TRS provider is encouraged to inform the PUC by email or letter as soon as they are aware of potential or existing problems that may affect the ASA.

2.6. Carry-Over Funds.

There are funds in the current contract which are used for outreach activities and promotional products. If there are any remaining balances at the end of contract term, the balance will be carried over to the new contract, or the balance be refunded to the Texas Universal Service Fund as the PUCT may direct.

3. CONTENTS OF PROPOSAL

3.1. Separate Pricings.

While one proposal is required, there will be three categories with four separate pricings (one category will have two pricings): One pricing will offer one price per minute (ppm) that includes all mandatory and mandatory-optional services; the second will provide one ppm for mandatory services only, and provide separate pricing for mandatory-optional services; and the third one will provide the desirable services priced separately.⁹

3.2. Proposal Description and Requirements.

The contracted carrier must provide telecommunications relay service as specified in the Texas Utilities Code Subchapter D, Section 56.101, the Commission's Substantive Rule §26.414, and 47 C.F.R. Section 64.605 regarding intrastate telecommunications relay service as well as specified in the Request for Proposals. The burden of keeping abreast of updates of federal telecommunications relay service rules is on the TRS provider. If there are any changes or updates to federal telecommunications rules, the TRS provider will report to the state relay administrator and discuss updates and any related costs, if any, to the service within 60 days of the FCC published Rules and Orders.

3.3. Cover Page (see Attachment B).

Proposals should include a cover page which clearly states the name of the company and the name, address, and telephone number of the bidder's account manager who may be contacted regarding the proposal. The cover page should be the first page of the proposal whether as part of the bound proposal or otherwise.

⁸ RFP Section 8.6 Disaster Recovery Plan

⁹ See Section 6, Service Categories, for definition of mandatory, mandatory-optional, and desirable

3.4. Technical Component.

The bidder must describe clearly, specifically, and as completely as possible, the technical design for carrying out the requirements of the Request for Proposal. The proposal must communicate an understanding of the tasks to be performed, and identify both potential problems in carrying out the tasks and methods to identify and solve such problems. Provide a chart outlining a step-by-step relay call procedure as it passes through necessary points.

3.5. Management Component.

The bidder must provide satisfactory evidence of the capability to manage and coordinate the types of activities described in the Request for Proposals and to provide the service in a timely manner. To provide information on qualifications to accomplish the described service, proposers must include in this section the following information:

- 3.5.a. An organizational chart of the company;
- 3.5.b. Indications of the ability to perform the service described in the Request for Proposals. Any prior years of experience for the services specified in the Request for Proposals;
- 3.5.c. Names of staff member(s) who will direct the overall relay service program (account manager) throughout the duration of the contract as well as those of staff members who will coordinate major activities during the contract. An appendix to the proposal must contain resumes of project staff members. If the bidder plans to use external consultants or subcontractors, a staff organization and resumes of consultants and/or subcontractors must be included.
- 3.5.d. The Relay Texas Account Manager must be stationed at a relay center in Texas. The role of RT Account Manager is responsible for Texas contract only.
- 3.5.e. If the bidder uses one or more subcontractors to perform the work or parts of the Request for Proposals under the contract, the bidder must include documents pertaining to demonstration of good faith effort to do the work. Specifications of the expected *percentage* of work based on to be subcontracted should be noted. If the expected percentage of the subcontractors changes more than 10%, it should be reported to the state relay administrator in writing.
- 3.5.f. Persons (proposers, their staff, or subcontractors) who have been employed by the PUCT in the last 12 months are not eligible to bid and persons who have worked for the state of Texas in the last two (2) years must disclose this fact in the proposal:
 - 3.5.f.1. The nature of previous employment with the state agency;
 - 3.5.f.2. The date the employment was terminated; and
 - 3.5.f.3. The annual rate of compensation at the time of termination of employment.

3.6. Bidder's Financial Information.

The proposal must include the indicators of financial stability such as:

- 3.6.a. The most recent Annual Report and SEC 10K and 10Q forms.
- 3.6.b. To the extent available, any investment advisory and rating agency reports issued during the past year.
- 3.6.c. For companies or subcontractors not followed by Value Line, financial statements covering the past five years.

3.7. Contracts Exceeding \$100,000 Terms.

For contracts exceeding \$100,000 and where one or more subcontractors will be used to perform the work under the contract, the TRS provider must make a good faith effort to award subcontracts to historically underutilized businesses (HUBs) in accordance with the following percentages:

33% for all service contracts which are not professional service contracts.

The TRS provider shall be presumed to have made a good faith effort in awarding subcontracts to HUBs by complying with the provisions in Attachment C of this Request for Proposals. Attachment C will be incorporated into the contract between the PUCT and the selected TRS provider (Texas Building and Procurement Commission rules, Chapter 111.)

The TRS provider shall buy Texas products and materials when they are available at a comparable price and in a comparable period of time. This requirement applies to all contracts whether state funded or federally funded (H. B. 1, Article IX, and Section 48).

Each bidder shall identify the TRS provider and any subcontractors as HUBs as described in Section 3.8 of this RFP, including the expected percentage of the total contract value, if any, to be subcontracted and the percentage to be subcontracted to HUBs. Use Attachment C, Identification of Proposer as a HUB and Proposed Subcontracts to provide this information.

3.8. Historically Underutilized Businesses (HUBs)

3.8.a. Historically underutilized businesses (HUBs) as defined in Texas Government Code Section 2161.001 (see Attachment C) are encouraged to submit a proposal for the services requested in this RFP. The PUCT may choose to subcontract any portion or all of the services to historically underutilized businesses. As indicated in Section 3.7 of this RFP, the bidder must indicate in the proposal whether it is a certified HUB and must specify in the proposal if any portion or all of the services will be subcontracted. Also, indicate the percentage of the total contract award that will be subcontracted and the percentage to be subcontracted to historically underutilized businesses. (Use Attachment C, Identification of Proposer as a HUB and Proposed Subcontracts, to provide this information.) Refer to Section 3.7 and to Attachment D in this RFP for additional requirements pertaining to contracts greater than \$100,000.

3.8.b. Proposers that are certified as a HUB with the Texas Building and Procurement Commission must attach a copy of the certificate to the proposal. Proposers that are not certified and who wish to become certified should call the Texas Building and Procurement Commission Business Services division at (512) 463-5872 or write TBPC (HUB), P. O. Box 13047, Austin, TX 78711-3047 to learn about the requirements for certification.

The proposer should also relay this information to any potential sub-TRS providers who wish to become a certified HUB.

3.8.c. As specified in Section 3.7 of this RFP, for proposals exceeding \$100,000 and where one or more sub-TRS providers will be used to perform the work under the contract, the TRS provider must demonstrate a good faith effort in subcontracting with HUBs. Refer to Attachment C of this RFP for provisions and requirements that must be completed and submitted with your proposal. Attachment D is used for monthly reporting after commencement of the contract.

3.9. Disclaimer.

The selected proposal will be incorporated into a contract prepared by the PUCT for signature by the contracting parties. The resulting contract shall contain, among others, the following provision:

“TRS provider shall hold Agency harmless from and shall indemnify Commission against any and all claims, demands, and causes of action of whatever kind or nature asserted by a third party and occurring or in any way incident to, arising out of, or in connection with wrongful acts of TRS provider, its Agents, Employees, and Sub-TRS providers, done in the conduct of the contract project.”

4. PROCEDURES FOR SUBMITTING PROPOSALS

4.1. Execution of Proposal (Attachment I)

Proposers shall complete and return this attachment with their proposal. Failure to do so will result in disqualification of the proposal.

4.2. General Terms and Conditions (Attachment J)

Additional instructions on the RFP procedure.

4.3. Receipt of Proposals.

To be considered the proposal must be filed under seal with the cover page on the outside, in RFP No. **xxxxx** in **THE AGENCY'S CENTRAL RECORDS BY 3:00 P.M., ON OR BEFORE FEBRUARY 24, 2006** in order to be considered for provision of TRS. Documents should be addressed to the attention of: BEN DELAMATER, PURCHASER

The PUCT Central Records department is open for filing Monday through Friday, 9:00 a.m. to 5:00 p.m., excluding holidays. Each Friday, excepting Fridays on which the Commission holds Open Meetings, Central Records also closes from 12 noon to 1 p.m. Central Records is located on the ground floor of the William B. Travis Building, 1701 North Congress (17th and North Congress, two blocks north of the capitol) in Room G-113, Austin, Texas 78701-1494.

The delivery or mailing address is:

Central Records, Room G-113
Public Utility Commission of Texas or
William B. Travis Building
1701 North Congress Avenue
Austin, Texas 78711-1494

PO Box 13326
Austin, Texas 78711-3326

NOTE: THE PUBLIC UTILITY COMMISSION OF TEXAS WILL NOT ACCEPT A U.S. POSTAL SERVICE POSTMARK AND/OR ROUND VALIDATION STAMP, MAIL RECEIPT WITH DATE OF MAILING STAMPED BY THE U.S. POSTAL SERVICE, A DATED SHIPPING LABEL, INVOICE OR RECEIPT FROM A COMMERCIAL CARRIER, OR ANY OTHER DOCUMENTATION AS PROOF OF RECEIPT OF ANY PROPOSAL. PROPOSERS ARE ADVISED THAT THE PUBLIC UTILITY COMMISSION OF TEXAS ASSUMES NO RESPONSIBILITY, DUE TO ANY CIRCUMSTANCES, FOR THE RECEIPT OF A PROPOSAL AFTER THE DEADLINE TIME AND DATE ESTABLISHED IN THIS REQUEST FOR PROPOSALS.

4.4. Number of Proposal Copies.

Proposers should submit a proposal that includes the information required by this Request for Proposals. Proposers shall submit one (1) clearly identified master hard copy and ten (10) print copies of the proposal. Proposers must state that the proposal remains valid for at least 120 days after the proposal due date. Each proposal must be signed by an official authorized to bind proposer to its provisions. The proposal must also contain a statement of compliance. Submission of a proposal constitutes agreement with the terms and conditions of this Request for Proposals.

FASCISMILE (FAX) OR ELECTRONIC TRANSMISSIONS OF PROPOSALS WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES.

4.5. CD-ROM Disc Supplement.

Proposers should include a CD-ROM disc of the proposal with the understanding that the CD-ROM disc does not replace the hard copies. The CD-ROM disc must be the same as each print copy. The CD-ROM disc will allow reviewers to copy the contents of the CD-ROM disc to the computer. The document shall be in Microsoft Word 2002; any spreadsheet (Excel, Access, etc.) should be converted to document page in MS Word 2002. The text of each proposal must be written in a serif font no smaller than 12 point. Sans serif fonts may be used only for headers.

Proposers should not use on the proposals the seal of the State of Texas or the seal of the PUCT.

4.6. Addenda to the Request for Proposals.

In the event that it becomes necessary to revise any part of this Request for Proposals, the PUCT will post an addendum to www.puc.state.tx.us and to the Electronic State Business Daily. If the proposal due date has passed, the PUCT will provide an addendum each bidder that submitted a proposal. Proposers will be allowed a minimum of ten (10) days to respond to any such addenda.

4.7. Proprietary Criteria.

Pursuant to §552.022(a)(3), information contained in a contract relating to the expenditure of funds by a government body is public information under the Texas Public Information Act, Tex. Govt. Code Chapter 552, unless excepted from disclosure under the express terms of this or other law, e.g. Texas Government Code Sec. 552.110(b).

5. OTHER REQUIREMENTS

All proposals in response to this Request for Proposals must meet the following conditions to be considered:

- 5.1. Proposals must be bound in a 3-ring binder.
- 5.2. The current and future 8xx numbers used to call Relay Texas shall belong to Relay Texas. The incumbent TRS Provider will pass on the 8xx numbers to next TRS provider if a different TRS Provider is selected.
- 5.3. Proposals must be submitted in a manner which does not carry any benefit, keepsake, or value for members of the review panel or which presents any logistical problem for the members of the review panel to return the entire proposal to the PUCT.
- 5.4. Proposals that address only part of the requirements contained in this Request for Proposals will not be considered for provision of TRS.
- 5.5. The PUCT reserves the right to reject any and all proposals.
- 5.6. The PUCT reserves the right to select the proposal containing the best bid considering the outcomes desired and offering the best value to Texas. The bidder shall furnish additional information that the PUCT may reasonably require. The PUCT's evaluation of the proposals shall include the following items:
 - 5.6.a. Experience, skills & qualifications of Company and staff;
 - 5.6.b. Proposed service work plan and methodology (technical sophistication of network);
 - 5.6.c. Proposed cost of the service and;
 - 5.6.d. Financial information of the Company.
- 5.7. The bidder selected may not necessarily be funded for the full proposal price on mandatory-optional or desirable services if the PUCT determines that a different price is more appropriate. The payment arrangement (one time or recurring fee, for example) for optional or desirable services submitted by the bidder is subject to negotiation by the PUCT.
- 5.8. Additions or replacements to the proposal will not be accepted after the closing date for receiving the proposal in the Central Records of the PUCT. Notwithstanding the foregoing, if the Commission adds an addendum to the Request for Proposals after the proposal was submitted, then proposers may submit a proposal specifically addressing addendum. Proposals may be modified if PUC calls for one or more "best and final offer(s)".
- 5.9. The location of the TRS center(s) must be in Texas. However, the TRS Provider is allowed to reroute up to twenty (20) percent of the total traffic out to its other relay center(s) in other states if

necessary to meet required average speed answer (ASA) and is cost effective. In addition, the TRS Provider can reroute up to 100% of emergency calls to other relay centers including different TRS relay centers if the circumstances so warrant. Special services such as Video Relay Service (VRS), Captioning Telephone VCO Service, Spanish Translation, Internet Relay, and Speech to Speech (STS) can be provided from outside of Texas if the bidder can clearly show (1) the expense of such services; (2) that such service will maintain the same service quality and (3) services are provided more cost effectively from location(s) outside Texas. Special service call volume traffic does not have to follow the 20% criteria.

However, when other considerations are equal, the PUCT shall give preference to a TRS provider in accordance with Texas contract management manual.

6. SERVICE CATEGORIES: Introduction.

Each service specification is designated as mandatory, mandatory-optional, or desirable. The bidder should comply with the following conditions when submitting its proposal. See Section 3.1 on pricing strategy. The price per minute will be based on conversation minutes.

6.1. Mandatory.

Proposers must adhere to these service specifications in providing the TRS, unless proposer clearly explains any exceptions pursuant to paragraph 6.4 below. The PUCT shall be the sole judge of whether such an explanation is satisfactory. The price for all mandatory service specifications must be included in one postalized rate for a contract term.

6.2. Mandatory-Optional.

Proposer must offer these service specifications as part of the proposal, unless the proposer clearly explains any exceptions pursuant to the paragraph 6.4 below. The PUCT shall be the sole judge of whether such an explanation is satisfactory.

The mandatory-optional service specifications must be separately priced in one of the two pricings. All-inclusive proposals will include mandatory along with mandatory-optional in its proposal and will not have separate pricing.

In either pricing, the prices shall be in one postalized rate for a contract term.

In the proposal where there is a separate price for mandatory and mandatory-optional services, the PUCT may include the pricing for mandatory-optional services in the contract at its sole discretion.

6.3. Desirable.

These are features that the PUCT is not currently requiring the TRS provider to provide in Texas, and which the PUCT will not require unless the FCC passes subsidization responsibilities on to states and mandates these features. In the event that FCC so rules, the PUCT want to ensure seamless transition in making these features part of Relay Texas.

The prices shall be in one postalized rate for a five-year contract term. However, in the event that these features become required during the contract term, the PUCT asks providers to provide pricing in one postalized rate for a two and three year terms as well.

These specifications may be included in the contract at the PUCT's sole discretion at the appropriate time. The PUCT, however, may choose to release a new RFP for provision of these features if the PUCT determines, among other things, that the price per minute is not competitively priced.¹⁰

6.4. Exceptions.

If a TRS provider plans to deviate from the requirement of any service specifications or is unable

¹⁰ PURA Substantive Rule Cite: §26.414(d)

to provide mandatory, mandatory-optional, or desirable service specifications, the proposer must clearly identify all such deviation(s) or inabilities in the proposal.

NOTE: If a proposer does not include mandatory-optional service and desirable services in the proposal, and gives no explanation for their omission, the PUCT MAY REJECT the proposal entirely.

6.5. Additions.

If the proposer wishes to add an enhancement feature not mentioned in any of these categories, Section 6.5 provides an opportunity to do so. Please state whether this is an additional cost or not.

6.6. The Proposal Pricing Package.

The proposal pricing package shall contain the following:

- * Mandatory Pricing only
- * Mandatory-Optional Pricing only
- * Mandatory and Mandatory-Optional Pricing
- * Desirable Pricing only
- * Additions Pricing if any

7. SCOPE OF SERVICES.

7.1. One Telecommunications Carrier: Mandatory.

The TRS provider shall provide for the uniform and coordinated provision of the service on a statewide basis by one telecommunications carrier. The TRS provider will be permitted to reroute up to 20 percent of the total traffic to its other relay center(s). The TRS provider will be permitted to reroute up to 100 percent of traffic to other relay centers in emergency situations if the circumstances warrant the need to do so. Special services such as Video Relay Service, Internet Relay, Speech-to-Speech, Spanish Translation, Captioning Telephone VCO and Speech-to-Speech/Voice-Carryover can be provided from one or more locations outside out of Texas. Special service call traffic does not have to follow the 20% criteria.

7.2. Availability: Mandatory.

The TRS provider shall make the TRS available for all Texans at all times (24 hours a day, 365 days a year) in such a manner that callers shall be able to place calls from their primary location, locations other than their primary location and from any locations reachable by wireless services (such as cell telephones) and shall be able to utilize alternative billing arrangements.

7.3. Accessibility: Mandatory.

The TRS provider must make Relay Texas accessible from anywhere in the world where telecommunications systems exist.¹¹ Proposers must show how this would be done. Exceptions are Internet-enabled relay services.¹²

7.4. Compliance with Existing Regulations: Mandatory.

The TRS provider shall provide access to the telecommunications network equal to that provided to hearing and other users in the regular telephone network as required in complying with this Request for Proposals. The TRS shall comply with requirements included in PURA, Subchapter D, Section 56.101, the Commission's Substantive Rule §26.414, and 47 C.F.R. Section 64.605 regarding intrastate telecommunications relay service.

7.5. Complaint Resolution: Mandatory.

The TRS provider shall establish procedures regarding complaints, inquiries, and comments

¹¹ This does not include roaming feature where a Texan can make a relay call out of Texas to call a non-Texas location.

¹² See Section 11.5 Internet-enabled Relay Services; Special Considerations.

about the TRS and its personnel. The procedure shall be described in appropriate printed outreach material on a monthly basis and in an electronic form that is distributed to the PUCT and the general public.

The TRS provider shall ensure that relay callers who wish to register a complaint are able to reach a supervisor or administrator while on-line during a relay call. The TRS provider shall keep all complaints, along with their resolutions, on file for the duration of the contract plus three years, and report in writing to the Relay Texas Administrator. The TRS provider will keep confidential the names and personal information about persons registering complaints, unless the affected person agrees in advance, in writing or via email to the release of this information or where more than one person is affected, all affected persons agree otherwise unless disclosure is required by the Texas Public Information Act. Exceptions are when the Relay Texas Administrator, an auditor, or a PUCT staff person reviews the file to ensure compliance with contract terms.¹³

8. TECHNICAL SPECIFICATIONS.

8.1. Switching System: Mandatory.

The TRS provider's switching system shall ensure that no calls are dropped due to technical failure on the part of the TRS provider, who must be capable of having preventive maintenance performed while the system is in operation.

8.2. Network Configuration: Mandatory.

The TRS provider's transmission circuits shall meet or exceed industry interexchange performance standards for circuit loss and noise.

The proposal will describe the facilities, telecommunications equipment, and software the TRS provider will use in providing the TRS. The proposal must include a network design diagram that describes the network configuration to be used in providing the TRS. The proposal should include the way callers will access the service, the way the TRS provider will handle the calls, and the quantities and types of inbound and outbound circuits the bidder deems necessary to complete the local and toll calls.

8.3. Service Expansion: Mandatory.

The TRS must be capable of expanding in response to increasing demand. Within this mandatory element of the proposal, the PUCT prefers that bidders identify predicted trends likely to increase the demand for relay services during the contract period. TRS shall maintain, throughout the contract term, all standards in the Request for Proposals.

8.4. Technology Innovation: Mandatory.

Considering the rapid growth of technology in the telecommunications industry, the TRS provider is strongly encouraged to take advantage of innovations to improve Relay Texas. Additionally, the TRS provider is encouraged to present new features or services to enhance the quality of the service to Relay Texas users. This subject must be addressed in the proposal response.

8.5. Uninterruptible Power System: Mandatory.

The relay center(s) must have a back-up system sufficient to allow the center(s) to operate for a minimum of 12 hours after a power failure. Re-routing to other centers in an emergency situation is acceptable and encouraged, but does not replace the back-up system.

8.6. Disaster Recovery Plan: Mandatory.

Bidders must include in its proposal a complete plan to recover and restore relay service in the event of natural or man-made disasters, which must include the requirement that the TRS provider will notify the Relay Texas Administrator of any disruption in service that lasts more

¹³ See FCC 47 U.S.C. §225, Section (g).

than 30 minutes. The TRS provider will provide such notification within three hours of the time the disruption begins or by 8:30 a.m. on the next business day if the disruption occurs outside normal business hours, which are defined as being from 8 a.m. to 5 p.m., Central Time, Mondays through Fridays. The TRS provider should explain in its notification of service disruption how the problem will be corrected and give an approximate time and date when relay service will be in full operation. Additionally, within two weeks after the service is back in full operation, the TRS Provider shall submit a written and full report on the problem and resolution to the Relay Texas Administrator.

Note: If ASA is over 3.3 due to disasters beyond control of TRS Provider and TRS Provider requests that the penalty fee should be waived, then TRS Provider needs to submit to the Relay Texas Administrator the request for waiver within 30 days of the occurrence.¹⁴

Additionally, proposers need to show a plan of action relating to the Department of Homeland Security guidelines, so that TRS continues to operate in the event of terrorist acts.

9. STANDARD SERVICE SPECIFICATIONS.

9.1. Local and Intrastate Toll Calls: Mandatory.

The bidder shall design its service to provide local and intrastate toll calls by wire or radio.

9.2. Interstate Toll Calls: Mandatory.

The TRS provider will offer interstate TRS. Funding for interstate service will come from the interstate jurisdiction as mandated by the Federal Communications Commission.

9.3. Billing Requirements: Mandatory.¹⁵

The bidder must describe a system including the capacity to charge relay users for collect calls, person-to-person calls, and calls charged to a third party. The capacity to bill any Texas local exchange company calling card and any non-proprietary interexchange company calling card is likewise required. For toll calls, the TRS provider shall bill the relay user for conversation time (the time, in minutes and seconds, from the moment when the relay caller is connected with the called telephone number and conversation begins until the caller hangs up), not call set-up time, in between calls, and wrap-up time. The TRS provider shall bill calls from the geographic locality where the caller is situated to the geographic locality where the called party is situated, not to the geographic localities of the relay center.

This proposal must include a complete description of how bidder will bill relay users for all calls. This description will include the procedures for obtaining information from the local exchange companies, whether the billing will be performed in-house or contracted, a list of specific credit cards to which calls can be billed, and a sample bill format.

9.4. Call Billing Record: Mandatory.

The bidder shall describe its billing system, which must be automated to the greatest extent technically possible. Handwritten documents are not acceptable, except in emergency situations.

9.5. 7-1-1 Service: Mandatory.

The TRS must be accessible by dialing 7-1-1. The TRS provider will utilize a Voice Response Unit (VRU) to answer 7-1-1 dialed calls. The VRU will answer with a brief voice interactive menu to give hearing persons an opportunity to press a button to connect to a relay agent to make a Voice call. If there is no selection detected, the call will automatically transfer to TTY mode.

The TRS Provider will use automatic number identification (ANI) to brand the calls based on the device used for future relay calls from the same ANI. The User Database configured by relay

¹⁴ See section 2.5: Penalty Formula for Average Speed Answer Criteria.

¹⁵ Billing procedure does not need to be applied in Internet-enabled services such as Internet Relay or Video Relay Services as long as the provider absorbs the cost of providing long distance service.

user (including hearing persons) will override ANI branding. The TRS Provider shall then reroute 7-1-1 calls to the relay user's preferred 8xx number (such as VCO, TTY, STS, etc). The bidder shall explain in detail its procedures for handling 7-1-1 calls.

The TRS provider shall continue to provide 8XX relay. The TRS provider will provide a monthly report showing how many relay calls are initiated by 7-1-1 and 8XX.

9.5.a. Automatic Branding: Mandatory.

Bidders must design a system that provides, when a relay user calls Relay Texas through 711, automatic number identification (ANI) will automatically brand the telephone number to the caller's type of call for future use. The next time relay user uses the same telephone number; the ANI will automatically provide the requested type of call used. If the relay user uses different type of call (by relay user making the request), then automatic branding will brand the telephone number with new type of call for future use.

9.6. User Database, Relay User Input: Mandatory.

To assist in making relay calls more efficient, the TRS provider shall make available a database of users' call preferences such as type of call, billing information, speed dialing, slow typing, carrier of choice, etc. This information shall appear on the agent screen when a user calls the relay center from the registered ANI. The database information shall be input by the relay user, who must be able to provide information online via the TRS provider's agents or customer service personnel. This process should be efficient and easy for relay users to provide data to the relay provider.

Note: If a relay user states a preference to the type of call, such as American Standard Code Information Interchange (ASCII), Voice Carryover (VCO), Speech-To-Speech (STS), etc. this preference will override the automatic branding. Though a different relay user may use the telephone number with permanent branding, he or she can ask for different type of call to be used; nonetheless, the permanent branding remains effective until the relay user specifically requests that the TRS provider's agent change the user's database.

9.7. Usage: Mandatory.

Each proposal must contain a statement ensuring that bidder will place no restrictions on the length or number of calls placed by customers through the TRS, even during peak times.

9.8. Access to Automated System: Mandatory.

The TRS shall provide service by which a user (including but not limited to TTY, VCO, ASCII, Hearing-Carryover (HCO and STS)) may call services in order to send messages. These services can include paging services, voice menus, answering machines, or any other automated system that either records or passes on a voice, text, or electronic messages to the other party.

9.9. Courtesy and Intercept Messages: Mandatory.

Each proposal must provide that, after five rings, a courtesy message will inform callers that they have reached Relay Texas. An example of a courtesy message would be "Welcome to Relay Texas. An agent will be with you shortly." Appropriate intercept messages shall also be provided if there is a system failure or if all relay stations continue to be busy. This message will occur 30 seconds after the courtesy message has been invoked. The following message could be "Relay agents are still busy. Please wait for the next available relay agent."

Note: An intercept message with a customer waiting on the line shall not constitute an answer. Accordingly, the TRS provider shall not bill the time in queue to the TUSF. Intercepted calls will be documented on the monthly invoice. Busy signals are not allowed, unless related to equipment failure of a third party.

9.10. Carrier of Choice (COC): Mandatory.

The TRS Provider shall allow the relay user to choose his or her preferred interexchange carrier

(IXC) when placing toll calls through the TRS. The relay agent is not required to verbally offer the option, but must describe the option when asked by a relay user. An explanation of COC must be included in all appropriate relay publications. A list of participating long distance carriers at Relay Texas will be maintained and shared publicly. On an annual basis, the TRS Provider is expected to contact IXCs who are not listed with Relay Texas inviting them to be part of COC.¹⁶ The TRS provider shall send a copy of this correspondence, with a list of addressees, to the Relay Texas administrator with the next regularly scheduled report after the correspondence is sent.

9.11. Text and Voice Calls: Mandatory.

Each bidder must design and describe its system so that the TRS shall be capable of receiving and transmitting voice and text calls that may involve electronic signals, including but not limited to baudot code and American Standard Code for Information Interchange (ASCII) standards that TRS may use.

9.12. Type of Transmission: Mandatory.

The TRS shall be able to process relay calls made by digital and analog transmissions, including enhanced speed as developed by TTY manufacturers during the procurement and contract period. Enhanced speed codes to be used in Relay Texas need to be well established nationally before they can be used in TRS. Please indicate what type of enhanced speed will be used, if any, in your TRS platform.

9.13. Charges for Local Calls: Mandatory.

The calling and called parties shall bear no charges for calls originating and terminating within the same toll-free local calling scope.

In compliance with the PUCT's Substantive Rule §26.414 (b)(3)(A), local exchange carriers shall not impose access charges on calls made through the TRS which originate and terminate within the same toll-free local calling scope.

9.14. Extended Area Service (EAS): Mandatory.

Each TRS provider must design and describe its system that must ensure that relay users are not billed for toll usage when completing EAS calls, including calls made by or to subscribers of optional EAS.

The proposal shall describe the method that will be used to implement this requirement and indicate the frequency of update of the EAS database. The Relay Texas Administrator or PUCT staff involved in Relay Texas can, at his/her discretion, request the status of EAS and when it was last updated, and the TRS provider should provide this information within five (5) business days unless unusual circumstances exist, in which case the PUCT may grant an extension.

9.15. Charges for Intrastate Toll: Mandatory.

The TRS Provider shall provide to the PUCT a copy of the intrastate toll rates that will be billed to relay users. The calling or called party shall bear one-half of the total charges.

If the copy of the intrastate toll rates is different from a TRS provider's current tariffed rates on file with the Commission, the TRS Provider must show in detail how the proposed rates vary from the tariffed rates.

If the bidder has a better rate than the existing intrastate toll rate even with a 50% reduction of tariffed rates and wishes to use that better (lower) rate instead; the bidder can provide the information in its proposal.

9.16. Answering Machine and Voice Mail Procedure: Mandatory.

The TRS provider shall use the following minimum procedures for processing relay calls that

¹⁶ FCC Cite: 47 USC 225 and 47 CFR 64.604(b)(3)

reach an answering machine or voice mail:

- 9.16.a. The relay agent will inform the caller when an answering machine or voice mail has been reached.
- 9.16.b. When the relay caller is a text user, and if the answering machine is long, the agent will record the message, and convey it to the relay user in its entirety.
- 9.16.c. The relay agent will relay the complete outgoing message verbatim including the option for the relay caller to leave a message if stated on the outgoing message.
- 9.16.d. The relay agent will leave the relay caller's message (voice or text).
- 9.16.e. The relay agent will confirm to the caller that the message has been left.
- 9.16.f. The relay caller will be charged for only one call (the first_call) regardless of the number of calls that may be required to retrieve and convey the answering machine message and/or to leave a message.

9.17. Recording Answer Machine or Voice Mail: Mandatory.

The TRS provider shall design a system such that, if the caller reaches an answering machine or voice mail, if necessary the relay agent will record the voice announcement, and then relay the message back to the caller without having to call back each time to get the entire message. Once the relay call is completed, the recorded message must be deleted. This may not work with voice menus.

9.18. Voice Menus Procedure: Mandatory.

The TRS provider shall design a system such that relay agents shall, to the extent possible, convey the message to the text relay user as quickly as possible in order to process the relay call as quickly as possible. The relay caller will be charged for only one call (the first call) regardless of the number of calls that may be required to retrieve and convey the voice menu message.

9.19. One-Line Answering Machine or Voice Mail Retrieval: Mandatory.

The TRS provider shall design a system such that Relay users must be able to call Relay Texas to retrieve voice messages from answering machines or voice mail without connecting to the third party. The relay agent will record messages from answering machines or voice mail and then relay the message back to the caller. Once the relay call is completed, the recorded message must be deleted.

9.20. Number Verification and Identification of Calls: Mandatory.

The TRS provider shall design a system such that, when a text relay user calls Relay Texas and gives a telephone number to the agent, the system will automatically type back the number dialed, and identify the type (local, long distance, toll free) of call made. Examples are as follows:

- 9.20.a. "Dialing 1d xxx xxx xxxx ringing 1...2..."
- "Dialing local xxx xxx xxxx ringing 1...2..."
- "Dialing toll free xxx xxx xxxx ringing 1...2..."

This will help users know if a number has been misdialed and be aware whether the call is local, long distance, or toll free.

9.21. Access to 9xx and 8xx Pay-Per-Call Services: Mandatory.

The TRS provider shall design a system such that TRS shall allow access to 9xx and 8xx number services that charge for usage. The TRS must allow for billing of the end user for such pay-per-calls. Also, the TRS must identify how it will determine if the end user's phone number is blocked from making such calls. The 50% discount rates for intrastate relay calls do not apply to these calls.

9.22. Access to Restricted 8xx Numbers: Mandatory.

The TRS provider shall design a system such that this service allows access to regionally restricted 8xx numbers by local relay users in cities or towns where relay centers are outside these

regions.

9.23. Directory Assistance: Mandatory.

The TRS provider shall design a system such that Relay Texas users will be able to access local and long distance directory assistance through the TRS. Local directory assistance calls must be billed to end users at the same rates (or less) that are billed by the local company serving the end user. Long distance directory assistance calls must be billed at the TRS Provider's tariffed rate or at the tariffed rate of the carrier used for the long distance directory. The TUSF will not be billed for directory assistance calls other than for conversation time.

9.24. Emergency Calls: Mandatory.

The TRS proposal shall include appropriate procedures for handling emergency calls in the shortest possible time. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.¹⁷

If there are deviations to the fully electronic transfer of processing emergency calls through Relay Texas, please provide rationale for the deviation.

Relay Texas currently processes approximately 33.5 emergency calls per month.

9.25. Blockage Rate: Mandatory.

The TRS provider shall design a system such that no busy signals are allowed, and a queue service shall be utilized when a busy signal is detected at TRS network, unless related to equipment failure of a third party.

9.26. Average Answer Time: Mandatory.

The TRS provider shall design a system such that, after reaching the TRS, the average answer time for calls shall not exceed 3.3 seconds in a single 24-hour period. This includes special services such as STS, STS/VCO, Captioning Telephone VCO, etc. TRS provider shall measure by sampling the ASA a minimum of once every 30 minutes for each 24-hour period. ASA shall be measured from the time the call hits the first measurable switch point to the point at which a relay agent is dedicated to the call. An answer shall mean that the relay agent is ready to render assistance and/or ready to accept information necessary to process the call.¹⁸

9.27. Caller-ID: Mandatory.

The TRS provider shall design a system such that a relay caller's telephone number shall appear on Caller ID box through the TRS system to the called party. Proposers shall describe how they will provide this feature. Options of Caller-ID such as blocking delivery of caller's telephone number or anonymous call rejection should be provided.

9.28. ASCII Split Screen: Mandatory-Optional.

TRS Provider should provide a "split-screen" for relay agents handling ASCII calls if the caller requests it.

10. SERVICE SPECIFICATIONS.

Bidders shall address each of the following service specifications in their proposals, describing the functionality they will provide in each category, giving enough detail to allow technical reviewers to understand precisely how bidders propose to provide Relay services.

10.1. Voice Carryover (VCO): Mandatory.

Voice carryover allows a person who has hearing loss to speak directly to the other party

¹⁷ FCC 47 C. F. R. §64.604(a)(4) Mandatory minimum standards.

¹⁸ See Section 2.5 for penalty clause.

(hearing, TTY, HCO, STS, ASCII, and other VCO users) rather than typing on the TTY. If the other party is a hearing person, the relay agent will type to the VCO user the message of the hearing person. If the other party is a TTY user, he or she can type directly to the VCO user.

10.1.a. Two-Line VCO (2LVCO): Mandatory.

2LVCO enables a VCO user to speak directly to the voice user on one line while the other line is used to receive the relay agent's typed responses from the voice user. This allows two-way, uninterrupted conversation.

Note: This requires the caller to have two telephone lines; one line must have conference calling or three-way calling capacities.

10.2. Hearing Carryover (HCO): Mandatory.

Hearing carryover allows a person who is speech-disabled to make telephone calls to hearing party, other HCO, VCO, STS, ASCII, and TTY users. If the called party uses text communications, the agent will voice this to the HCO user. The HCO user sends communications via a TTY or other automated equipment through a relay agent who will voice the message to the hearing person or allow TTY tones to pass through to the deaf person.

10.2.a. Two-Line HCO (2LHCO): Mandatory

2LHCO enables a HCO user to hear directly from the voice user on one line while the other line is used by HCO user to type text to the relay agent. The relay agent will voice the typed text to the voice user.

10.2.b. Modes for VCO and HCO: Mandatory.

The TRS shall enable VCO and HCO users to utilize both TTY modes: acoustic mode and direct connect mode. The TRS also must allow VCO relay users to set up the call using voice communication without the TTY transmission that is normally required to set up the relay call.

10.2.c. Flexibility of Utilizing VCO and HCO: Mandatory.

The TRS shall provide VCO and HCO upon request of the relay user if either VCO or HCO 800 numbers are not used.

10.3. Captioning Telephone VCO Service: Mandatory-Optional.

This is an interactive captioning service that utilizes voice-recognition technology. The user dials the called party's telephone number using a captioning telephone, and is automatically connected to the captioning service. A specially trained agent at the service vocally transcribes everything the other party says which appears as text on the captioning telephone. The user is also able to hear the voice of the called party. This allows the user to understand everything that is said – either by hearing it or reading it, or both.

10.4. Voice User Calling Direct to Captioning Telephone VCO User: Mandatory-Optional

The calling procedure can be set up in such way that a Captioning VCO user is able to receive a call directly from the voice user instead of voice user using an 800 number. It may involve 2 line system, dialing 7-1-1, or other technological alternatives.

10.5. Releasing Relay Call - TTY to TTY: Mandatory.

This procedure allows the relay agent to sign-off or be "released" from a relay call that originally was a voice user and a TTY and becomes a TTY to TTY call. For example the voice user hands off the call to a TTY user (i.e. call to a front desk of a hotel, deaf member of a family taking over the call, etc.), the agent releases the call so the TTY users can now converse without the assistance of the relay agent.

Note: Once the user releases a relay call, the TRS provider shall not bill the remainder of the call time to the TUSF.

10.6. Speech-To-Speech Relay Service for Speech Disabled (STS): Mandatory.¹⁹

This is a form of TRS that enables an individual with a speech disability to use his own voice or special equipment in order to engage in a relay call in functionally equivalent communication by wire or radio. This service utilizes a relay agent with specialized training and ability in recognizing and relaying the speech of persons with speech disabilities to voice for the caller. The speech-disabled person will be able to hear the hearing person's voice. All three parties will hear the conversation.

10.7. Speech-to-Speech Relay Service for Persons with Hearing Loss with Speech Understandable by Trained Relay Agents (STS/VCO): Mandatory.²⁰

This is a form of TRS that enables individuals with hearing loss and speech that may not be understood by hearing persons to speak for themselves during a relay call. Relay agents with specialized training and ability in recognizing and relaying the speech of persons with hearing loss are ready to voice for the user with hearing loss if the hearing person does not understand the user's speech. The agent types back to the person with hearing loss the text of the hearing person's communication.

10.8. Slow Typing for Deaf-Blind and Visually Impaired Users: Mandatory.

Agents shall type at a slower speed for Deaf-Blind and Visually Impaired relay users. The agent must maintain the typing speed throughout the call, in order to maintain efficiency.

10.8.a. Default Typing Speed for Deaf-Blind 800 number: Mandatory.

When an 800 number for deaf-blind or visually impaired callers is used, there must be a default buffer typing speed at 15 words per minute. The relay agent may type at a normal pace, but the text will come across to the users at a rate of 15 words per minute. This service shall offer the user the option of requesting either increased or decreased rates of text in increments of 5 words per minute.

10.9. Spanish Translation: Mandatory.

The TRS provider shall provide Spanish-only and translation services: Spanish to Spanish, Spanish to English, or English to Spanish.²¹

10.10. Unique 8xx and 9xx Telephone Numbers for Services: Mandatory.

The TRS shall have a separate 800 for each of these services: TTY, ASCII, VCO, STS, STS/VCO, Captioning Telephone VCO (incoming calls from hearing parties), Spanish, Reduced Typing Speed, and 8xx/9xx Pay-Per-Call.

10.11. Existing 8xx Telephone Numbers: Mandatory.

The TRS provider will use existing Relay Texas 8xx numbers for VCO, HCO, STS, Reduced Typing Speed, STSVCO, 2LVCO, ASCII, 8xx/9xx Pay-Per-Call, Voice, and TTY. The new contract will add 8xx numbers Captioning Telephone VCO. These 800 numbers belong to Relay Texas, and not to the TRS provider.

10.12. Unique Greeting for Each 800: Mandatory.

The TRS shall submit greetings for each 800 number for the Relay Texas Administrator to approve. The greetings will be on the Relay Texas website and used in outreach projects and materials.

11. DESIRABLE FEATURES.

Internet Relay and Video Relay Services are internet-enabled TRS features and, as of the publication of this RFP, are fully funded by the Interstate TRS Fund administered by the National Exchange Carrier Association with directives from the Federal Communications Commission (FCC). It is

¹⁹ This is considered a special service and can be provided from relay centers not in Texas, if appropriate.

²⁰ This is considered a special service and can be provided from relay centers not in Texas, if appropriate.

²¹ Federal regulation will not permit reimbursement for non-shared language translation. Texas USF will reimburse Spanish translations for local, intrastate, interstate, and international relay calls.

conceivable that in the near future the FCC may pass the costs for providing at least part of these services on to states for local and intrastate VRS and Internet Relay calls. In anticipation of this possibility, the PUCT is requesting that each bidder state in its proposal the price per minute for these Internet-enabled relay services.

11.1. Video Relay Service.²²

This is an interactive video conference service that utilizes sign language interpreters at the relay center(s) to provide interpreting services to locations equipped with video conference equipment and to individuals using their own video conference equipment. This service allows translation from sign language to voice, rather than from text to voice. A relay caller uses video equipment (software or hardware, or both) to place a call to the TRS. The interpreter at the relay center translates the caller's sign language to voice to complete a call to a hearing person.

11.2. Criteria for Video Interpreters.

TRS shall employ qualified interpreters who are proficient in American Sign Language (ASL). The video interpreters shall be state or nationally certified. Interpreters should be certified RID CI/CT or Texas BEI Level III or above, or equivalent.

11.3. Bandwidth for VRS Utilized by VRS Provider.

The video quality must be of sufficient clarity to make the signing understandable, and the bandwidth utilized by video equipment, to the extent possible, should be uniform throughout Texas.

11.4. Internet Relay.²³

Internet Relay uses the Internet instead of the Public Switched Telephone Network (PSTN) as a way to connect to a relay operator. Internet Relay functions the same as TRS except for those items that use PSTN tools for a variety of items; obviously these do not apply to Internet Relay. Examples are ASA, billing procedure, ANI, Caller ID, etc.

11.5. Internet-enabled Relay Services – Special Considerations.

Internet Relay and VRS pose unique challenges as result of their dependence on Internet technology. Consequently the PUCT prefers that the following criteria be met. If a bidder's proposal does not meet the criteria below, the proposal must explain why the proposal does not meet these criteria.²⁴

- 11.5.a. The Internet-enabled services should provide an easy procedure for hearing persons to call an internet user.
- 11.5.b. Identification of internet relay users' originating and terminating points are required to ensure that the calls were made by or to Texans, either originating or terminating at a Texas location. This is necessary so the conversation minutes can be billed to the Texas USF.²⁵
- 11.5.c. The TRS provider shall ensure that scams or fraudulent relay calls made through Internet Relay will be blocked to the extent practicable; proposers shall provide the plan for identifying and blocking fraudulent calls. The Relay Texas Administrator can, at his discretion, request a report on the status of fraudulent calls, and the TRS provider shall respond within a reasonable time, but no later than 10 business days after receiving the

²² This is considered a special service and can be provided from relay centers outside Texas, if appropriate and cost effective.

²³ This is considered a special service and can be provided from relay centers outside Texas, if appropriate and cost effective.

²⁴ See Exceptions Section 6.4

²⁵ Texas PUC welcomes suggestion how this can be done. Registration of internet relay users with verification procedure is an option. Texas PUC realizes that it may not be possible to do 100% verification; however, PUCT does want strong proof that the internet relay users are Texans.

Administrator's request.

12. RELAY AGENT SPECIFICATIONS. – Mandatory.

Bidders shall address each of the following agent specifications in their proposals, describing how it will fulfill the requirements of each category with enough detail to allow technical reviewers to understand precisely how the bidder proposes to staff Relay services.

12.1. Identification of Relay Agent – Gender and Number.

Each relay agent in relay center[s] that process Relay Texas calls will be assigned an identification number. When answering a relay call, the relay agent will answer with his or her number and gender identification such as: "RTX 105M". The relay caller has the option to request a different gender.

12.2. Confidentiality.

TRS shall be provided in a manner that ensures confidentiality regarding existence and content of conversation as required by applicable laws. The TRS Provider shall outline disciplinary and/or termination procedures in writing if relay agents violate confidentiality laws. This information will be published in the Relay Texas newsletter and on the PUCT WEB site.

Attachment F is a copy of a Chapter 82, Texas Human Resources Chapter 82 (as amended) Legislature, which contains certain confidentiality requirements for relay agents and interpreters.

12.3. Relay Agent Training.

Relay agent training shall include instruction on proper translation/interpretation of typed ASL (ASL gloss and ASL grammar), information about deaf culture, and information about the needs of hard-of-hearing, speech-disabled, and deaf-blind users. Training will involve simulated call handling. Appropriate parts of agent training shall be provided by persons from the deaf, hard-of-hearing, speech-disabled, and deaf-blind communities with expertise in the field of language interpreting, ASL, and cultures.

A minimum of three days (24 hours) of training should be focused on understanding basic American Sign Language. A minimum of up to three months of probation should be given for relay agents to show a basic understanding of written ASL gloss. The TRS provider will provide training materials for three days as well as the test used to determine the basic understanding of ASL to the Relay Texas administrator for review.

12.4. Relay Agent Counseling.

The proposal shall outline counseling and support program that will help relay agents deal with the emotional aspects of relaying calls. The counseling support system must follow the confidentiality procedures required pursuant to Section 12.2.

12.5. Procedures for Relaying Communication.

Relay agents must convey the full content, context, and intent of the relay communication they translate. It is *extremely* important that relay agents convey intent to the extent possible. Relay agents must strive to maintain functional equivalence for both parties during a relay call. All secondary activities that would normally be known to a hearing person engaged in a telephone conversation must be relayed whenever possible. Unless requested otherwise by a relay user, the agent shall relay all calls according to the following procedures:

12.5.a. Full Control of the Relay Call Remain with the Originating Relay User.

Generally, the caller shall have the option of telling the relay agent what aspects of the call she or he will handle. For example, a text relay caller may request that he or she introduce relay services to the called party, rather letting the relay agent do the introduction.

12.5.b. Neutral Position.

Relay agents shall not counsel, advise, or interject personal opinions or additional

information during a relay call, even if the relay communication breaks down. An exception to this occurs when either the relay caller or called party requests assistance from a relay agent or during an emergency call. Even then, a neutral position must be maintained to the extent possible. Relay agents shall not offer any advice based on personal judgments regarding the content of any relay communication (i.e., “Don’t do what he is asking you to do” or “he’s trying to rip you off”). Relay agents shall not have a personal conversation with anyone who calls the TRS at any time, except to extend a polite and concise response when prompted, such as “thank you” if a relay user comments on a job well done.

12.5.c. Information on Status of Relay Call.

Relay agents shall keep both parties informed regarding the status of a call, including but not limited to an indication of such signals as dialing, ringing, busy, disconnected, recording, fax sound, or holding.

12.5.d. Identification of Gender of Non-Typing Relay User.

To the extent possible, the relay agent shall identify to the text relay user whether the hearing or voice user is female or male by using parentheses at the beginning of a call as follows: “(M)” or “(F)”.

12.5.e. Relay Agent Comments.

All comments directed to either party by the relay agent shall be relayed. For example, if the relay agent asks a hearing party, “Will you accept a collect call?” these words will be relayed to the text relay user in parentheses. Likewise, all comments directed to the relay agent by either party shall be relayed. For example, if a text relay user types, “Yes, I will accept the charges” these words will be relayed to the other relay party as (The party says, ‘Yes, I will accept the charges.’)

12.5.f. Describing of Voice Tone to the Relay User..

Relay agents shall, to the best of their abilities, convey to the text relay user the voice relay user’s tone of voice. Whenever possible, characterizing of tone of voice will first be conveyed with descriptive words such as “yelling,” “crying,” “loud,” “quiet,” or “foreign accent.” These words shall be in parenthesis.

If it is clear to the relay agent that the tone of voice is more emotional than the descriptive sound words can provide, then relay agent can type something such as “(sounds angry)” in addition to the descriptive sound words if it makes conversation clearer. Such descriptions and other similar utterances shall be in parenthesis, preceded by the word “sounds”. The TRS shall provide a comprehensive list of possible descriptive sound words as well as possible list of emotional terms that will be used for “(sounds *adjective*)” for the Relay Texas administrator for review. The list will be published in the Relay Texas newsletter.

Relay agents may also be creative in the ways that they may convey the hearing person’s vocalizations to the text user. If the voice Relay User “groans” or “hums” these could be relayed as “ooohh” or “hmmm.” An excited “yes” may be relayed as “yesss!!!”. The TRS Provider should provide training in voice tone conveyances as part of the overall agent training.

12.5.g. Conveyance of Relay User’s Typed Text.

When the relay agent verbalizes for the text relay user, the agent shall adopt a conversational tone of voice approximate to the type of call being made. If a text user types “ooohhhh” or similar typed expression, the relay agent shall verbalize accordingly.

12.5.h. Background Noise Identified.

The relay agent will identify background noise (e.g. “baby crying,” “music,” and

“coughing”) to the text relay user whenever possible.

12.5.i. No Censorship.

There shall be no censorship or omission by relay agents in any situation. Relay agents must convey everything, including profanity, to the other party.

12.6. Proficiency.

The TRS provider shall ensure that no relay agent who, within the training period, lacks the skills listed in the following subsections shall be used as a relay agent, with a few exceptions as noted.

12.6.a. Spelling Skills.

Relay agents must possess 12th grade level spelling skills. The TRS provider shall appropriately test applicants to determine grade level spelling skill.

12.6.b. Typing Speed of 60 Word per Minute.

Relay agents must be able to type at a speed of 60 words per minute (wpm) for five minutes by the first day of actual relay agent work. Relay agents must be tested every six months to ensure that the 60-wpm for five minutes standard (voice to text) is maintained. These periodic tests shall simulate actual working conditions and not be standard typing tests. Tests should be modified with sufficient frequency to ensure that relay agents cannot “learn” the test. The Relay Texas Administrator may request that the TRS provider submit reports on relay agent scoring, and the TRS provider shall comply within a reasonable period of time not to exceed 30 days.

12.6.c. Speech Quality.

The relay agent’s speech must be clear and easily understood by hearing relay users.

12.6.d. Ability to Translate for Relay Users with Minimal English Language Skills.

Relay agents must translate the typed languages of relay users whose primary language may be ASL or whose written English language skills are limited to conversational grammatically correct English. This is to assist in clearer understanding between the two parties. If text users instruct the relay agent to type verbatim, agents shall follow such instructions.

12.6.e. Ability to Translate for Spanish-Speaking Relay Users.

During all shifts, relay agents fluent in Spanish must be available to provide translation when one or both relay users communicate in Spanish. See Section 10.9. Because most Spanish speakers in Texas are familiar with the Spanish spoken in Mexico, if bidders plan to use Spanish-speaking agents whose linguistic origins are not Mexican, such bidders must explain how they will train agents to address issues of accent, idiom and other language characteristics so that their speech will be understandable by Spanish-speaking Texas Relay users and so that they will accurately relay communications by Spanish-speaking Texas Relay users.

12.7. Explanation of TRS.

When a non-text user *receives* a relay call, the relay agent will ask whether he or she has previously used TRS. If such user has used TRS before, the call will be processed without further delay. If not, the relay agent will explain how the service operates and will notify the text relay user, using parentheses, that TRS is being explained.

The TRS explanation will be brief and concise. A suggested format is:

“The person who is calling you is either deaf or speech-disabled. The caller is typing a conversation, which will be read to you. When you hear the words "Go Ahead," it will be your turn to speak. Please speak directly to the caller. Everything that is heard will be typed to them. One moment for your call to begin.”

When a non-text relay user *initiates* a call to Relay Texas, the relay agent will **NOT** ask whether he or she has previously used TRS unless it is obvious to the relay agent that the relay user does not know how to use TRS.

If bidders have another explanation other than above suggestion, please note the explanations in the proposal. If there is more than one explanation to meet specific features of TRS callers (made from VCO, HCO, or other TRS features, please note them as well.

13. OUTREACH PROJECT SPECIFICATIONS.

13.1. Outreach Projects: Mandatory.

The TRS provider shall coordinate/provide annual outreach projects including but not limited to:

13.2. Quarterly Relay Texas Newsletter.

The TRS provider shall work closely with the Relay Texas Administrator to prepare the Relay Texas newsletter. The newsletter will provide information about Relay Texas and related activities, and will be distributed to anyone who requests it. The newsletter will contain between 4 and 6 pages and the page format will be the standard 8 ½" by 11". Up to \$10,000 will be budgeted for the Relay Texas Newsletter on an annual basis.

13.3. Promotional Items.

The TRS provider will work closely with the Relay Texas Administrator in designing, developing, and approving promotional items intended to educate Texans about Relay Texas and thus bring its services to all potential users. These items may include but are not limited to brochures, magnets, koozies, pens, and videos (informational or training).

13.4. Relay Ambassador Project (RAP).

On an annual basis, the TRS provider will prepare and release a request for proposals for outreach projects for the subsequent fiscal year (September to August). The targeted groups will be grassroots individuals, organizations, agencies, businesses, service providers, and any other interested groups in Texas. The purpose of the RAP is to educate, train, inform, and distribute outreach materials to the following groups: deaf, hard-of-hearing, elderly, speech-disabled, deaf-blind, hearing people, businesses, agencies, organizations, and any other groups that may benefit from learning about Relay Texas.

The request for proposals and the proposals from proposers will be reviewed and evaluated by the Relay Texas Administrator, PUCT agency staff. The Commission will approve final selection based upon the evaluation committee's recommendations.

13.5. Outreach Projects by TRS Provider.

The TRS Provider is expected to provide outreach to Texas localities utilizing a budget of up to \$10,000 per year. This will be reimbursed by the TUSF. These outreach expenses will be tallied on a monthly basis and will be reflected on page one of the invoice (see Exhibit A). A monthly report on outreach trips and the purpose of the trips will be included in the monthly report.

13.5.a. Approval of Outreach Projects.

On annual basis, the TRS provider shall outline costs and activities for each outreach project and submit them to Relay Texas Administrator for review. The Relay Texas administrator will submit the recommendations to the PUCT for approval.

13.5.b. Financial Terms for Outreach Projects.

Outreach project expenses shall be submitted with the monthly invoice.

14. REPORTING SPECIFICATIONS.

Bidders shall address each of the following reporting specifications in their proposals, giving enough detail to allow technical reviewers to understand precisely how bidders propose to provide the detailed information required.

14.1. Records Maintenance: Mandatory.

The TRS provider shall maintain its records of the TRS operations so as to permit review and determination of the TRS data. The TRS provider shall make such records available for inspection by the Commission during normal business hours. In addition, by contracting to provide relay service, the TRS provider acknowledges that its books, records and all aspects of its operation are subject to audit by the PUCT's compliance auditor, the Texas State Auditor, or an external auditor of the PUCT's choice.

14.2. Reports to Local Exchange Carriers: Mandatory.

The TRS provider shall provide to local exchange companies necessary information to enable those companies to meet the statutory requirements that access charges not be charged on calls that originate and terminate within the same local calling area.

14.3. Monthly Reports: Mandatory.

14.3.a. Invoice, Page One; See Exhibit A

Invoice Page One will be based on the data from Invoice Page Two. The first page will have the minimal necessary expense information that will ultimately be faxed to the Texas USF Administrator. The first page of the invoice should contain the following information:

- 14.3.a.1. Total service compensation.
- 14.3.a.2. Amount due based on the postalized price per min or one-time or monthly charge for the mandatory-optional and/or desirable services.
- 14.3.a.3. Publicity expense.
- 14.3.a.4. ASA Non-Compliance Penalty Fees; total credit amount for this invoice.
- 14.3.a.5. Total Amount Due.
- 14.3.a.6. Certification statement stating that the charges are accurate.
- 14.3.a.7. Necessary signature lines for the responsible parties from the TRS provider and the PUCT.

14.3.b. Invoice, Page Two; See Exhibit B.

The second page of the invoice will give a *summary* of detail and statistics supporting the first page. The following items will be included:

- 14.3.b.1. Total conversation minutes which include local, intrastate, interstate, international and toll-free calls.²⁶
- 14.3.b.2. Total conversation minutes of interstate and international calls including toll free calls deducted from the total conversation minutes to produce total billable minutes.
- 14.3.b.3. Total billable minutes.
- 14.3.b.4. Price per minute of service.
- 14.3.b.5. Subtotal service compensation.
- 14.3.b.6. Total billable conversation minutes based on the postalized price per minute for mandatory-optional or desirable if not one-time or monthly charge.
- 14.3.b.7. Amount due based on the postalized price per minute or one-time or monthly charge for the mandatory-optional and/or desirable.
- 14.3.b.8. Mandatory-optional price per min
- 14.3.b.9. Sub-total service compensation.
- 14.3.b.10. Publicity Expense

²⁶ The Interstate TRS Fund currently funds 51% of 800 calls made through TRS and states fund 49%

14.3.b.11. Total Credit Amount Due based on ASA Non-Compliance Penalty Fees. Identify the month of which the penalty fees were assessed against. A copy of letter from PUC on the Non-Compliance Penalty Fee will be attached with the Invoice.

14.3.b.12. Total service compensation.

14.3.c. Bottom Half of Page of Invoice Page Two; See Exhibit B.

14.3.c.1. Number of billable calls (local, intrastate, toll-free calls, and directory assistance calls).

14.3.c.2. Average length of outbound calls in Conversation Minutes.

14.3.c.3. Average length of completed relay calls (session).

14.3.c.4. Average Call set/wrap up in time (in %).

14.3.c.5. Monthly Average Speed of Answer.

14.4. Monthly Minutes of Service, Calls Handled, and Percentage Report; See Exhibit C.

The following three reports listed on one page provide supporting data which include a breakdown of total minutes of service, total calls handled, and percentage of calls handled to total calls handled. Three reports should be on one page.

14.4.a. Monthly Summary Detail Record.

14.4.a.1. Total minutes of service, total number of calls handled, and percent of calls handled to total calls handled.

14.4.a.2. Non-billable minutes of service, total number of calls handled, and percent of calls handled to total calls handled. This will be subtracted from the sub-total to create total billable data.

14.4.a.3. Total billable minutes of service, total number of calls handled, and percent of billable calls handled to total calls handled.

14.4.b. Monthly Detail of Billable Data.

Unless otherwise stated, the following items will be used in the order listed below: Total minutes of service, total number of calls handled, and percent of calls handled to total calls handled.

14.4.b.1. Local

14.4.b.2. Intrastate

14.4.b.3. Intrastate toll-free

14.4.b.4. 8XX and 9XX pay-per-call

14.4.b.5. Intrastate directory assistance

14.4.b.6. Emergency

14.4.b.7. Sub-totals of minutes of service, total call, and total percentage

14.4.c. Monthly Detail of Non-Billable Data.

Unless otherwise stated, the following items will be used on the invoice in the order listed below: Total Minutes of Service, Total Number of Calls handled, and Percent of calls handled to Total Calls handled.

14.4.c.1. Interstate

14.4.c.2. Interstate toll-free

14.4.c.3. 8XX/9XX Pay Per Call

14.4.c.4. International

14.4.c.5. Interstate DA

14.4.c.6. Interstate busy/ring/no answer

14.4.c.7. General Assistance

14.4.c.8. Intrastate Busy/No Answer

14.4.c.9. Sub totals of minutes of service, total call, and total percentage

14.5. Monthly Device Report; See Exhibit D.

This report shall include details about the total number of monthly outbound calls handled, percent of total calls, total minutes of service, average length of call, average speed of agent interaction, and total inbound calls categorized as:

14.5.a. Calls to Relay Texas by Device

- 14.5.a.1. TTY Baudot calls
- 14.5.a.2. Turbocode
- 14.5.a.3. ASCII calls
- 14.5.a.4. Voice calls
- 14.5.a.5. Voice Carryover calls
- 14.5.a.6. Hearing Carryover calls
- 14.5.a.7. Deaf Blind ASCII
- 14.5.a.8. Deaf Blind Baudot
- 14.5.a.9. Speech-to-Speech calls by Speech-Disabled
- 14.5.a.10. Speech-to-Speech/VCO calls by Hearing Disabled
- 14.5.a.11. Mandatory-optional or desirable calls
- 14.5.a.12. Sub total of each

14.5.b. Calls to Relay Texas by Device (Spanish Users).

- 14.5.b.1. Same format as section 14.5.a
- 14.5.b.2. Call Volume of shared and non-shared language.

14.6. Monthly Delayed Call Profile; See Exhibit E.

The Delayed Call Profile provides data on the number of abandoned calls and the time a relay user waits before TRS responds.

14.6.a. Monthly Inbound Call Profile.

- 14.6.a.1. Number of inbound calls (calls placed to the TRS center)
- 14.6.a.2. Number of inbound calls placed in queue
- 14.6.a.3. Number of inbound calls answered from queue
- 14.6.a.4. Total number of inbound calls abandoned from queue
- 14.6.a.5. Percentage of abandoned calls to the total calls in queue

14.6.b. Delayed Call Profile; See Exhibit E.

Two reports with the same data: one will report section by section data and the other will report cumulative data.

The Delayed Call Profile shows how many callers stayed in queue, using the following time frames: less than 1 second, 1-5 seconds, 5.01-10 seconds, 10.01-15 seconds, 15.01-20 seconds, 20.01-25 seconds, 25.01-30 seconds, 30.01-40 seconds, 40.01-50 seconds, 50.01-60 seconds, 60.01-90 seconds, 90.01-120 seconds, 120.01-180 second, 180.01+ seconds. The delayed profile chart will show the following for each second group:

- 14.6.b.1. Number of inbound calls offered
- 14.6.b.2. Number of inbound calls processed
- 14.6.b.3. Number of abandoned inbound calls
- 14.6.b.4. For the cumulative report, percentage of calls processed to the total of accumulating number of inbound calls processed

14.7. Daily Activity Report.

- 14.7.a.1. Number of calls handled for each day of the month
- 14.7.a.2. Average number of weekday calls
- 14.7.a.3. Average number of weekend calls
- 14.7.a.4. Peak day and hours of operation

14.8. Average Speed of Answer.

- 14.8.a.1. TRS provider shall attach to the invoice call detail reports from the switch in order to verify the information included in the invoice and to review average speed of answer (See Section 2.5 and 9.26)
- 14.8.a.2. The TRS provider shall work with PUCT staff to develop an acceptable format for the invoice.

14.9. Traffic Reports: NPA/NXX; See Exhibit F.

Traffic report will include a numbering plan area ²⁷ (NPA) traffic report and exchange traffic (NXX) report. These monthly report will be called "Exchange Usage Statistics"

The example report in Exhibit F was generated using all inbound calls to the TRS, including local, intrastate, interstate, international, general assistance, and busy/no answer calls.

14.9.a. NPA Usage Statistics Report.

- 14.9.a.1. Identify NPA
- 14.9.a.2. Number of subscribers of each identified NPA
- 14.9.a.3. Percent of total Texas subscribers of each identified NPA
- 14.9.a.4. Number of completed calls for each identified NPA
- 14.9.a.5. Completed rate of each identified NPA
- 14.9.a.6. Minutes of total use for each identified NPA
- 14.9.a.7. Percent of total Texas use for each identified NPA
- 14.9.a.8. Minutes of agent time for each identified NPA
- 14.9.a.9. Percent of non-conversation time for each identified NPA
- 14.9.a.10. Number of inbound calls for each identified NPA
- 14.9.a.11. Number of outbound calls for each identified NPA
- 14.9.a.12. Outbound to inbound ration for each identified.NPA.

²⁷ There are 24 Area Codes in Texas as of the date of this Request for Proposal.

Appendix W: Copy of Public Utility Regulatory Act on TRS

SUBCHAPTER D. STATEWIDE TELECOMMUNICATIONS RELAY ACCESS SERVICE

Sec. 56.101. PURPOSE. The purpose of this subchapter is to provide for the uniform and coordinated provision by one telecommunications carrier of a statewide telecommunications relay access service for persons with an impairment of hearing or speech.

(V.A.C.S. Art. 1446c-0, Sec. 3.604(a) (part).)

Sec. 56.102. TELECOMMUNICATIONS RELAY ACCESS SERVICE.

- (a) The commission shall adopt and enforce rules establishing a statewide telecommunications relay access service for the use of a person with an impairment of hearing or speech.
- (b) The commission rules shall provide that the service must:
 - (1) use specialized communications equipment, such as a telecommunications device for the deaf, and operator translations; and
 - (2) meet the criteria provided by Sections 56.103, 56.104, and 56.105.

(V.A.C.S. Art. 1446c-0, Secs. 3.604(a) (part), (b) (part).)

Sec. 56.103. TELECOMMUNICATIONS RELAY ACCESS SERVICE REQUIREMENTS.

- (a) The telecommunications relay access service shall provide a person with an impairment of hearing or speech with access to the telecommunications network in this state equivalent to the access provided other customers.
- (b) The service consists of:
 - (1) switching and transmission of the call;
 - (2) live or automated verbal and print translations of communications between a person with an impairment of hearing or speech who uses a telecommunications device for the deaf or a similar automated device and a person who does not have such equipment; and
 - (3) other service enhancements proposed by the carrier and approved by the commission.

(V.A.C.S. Art. 1446c-0, Sec. 3.604(b) (part).)

Sec. 56.104. TELECOMMUNICATIONS RELAY ACCESS SERVICE CHARGES.

- (a) For a call made using the telecommunications relay access service, the person calling or called:

- (1) may not be charged for a call that originates and terminates in the same local calling area; and
 - (2) shall pay one-half of the total charges established by contract with the commission for intrastate interexchange calls.
- (b) Charges related to providing the service that, under Subsection (a), are not charged to a person calling or called shall be funded from the universal service fund, as specified by the service provider's contract with the commission.
- (c) A local exchange company may not impose an interexchange carrier access charge on a call using the service that originates and terminates in the same local calling area.
- (d) A local exchange company shall provide billing and collection services for the service at just and reasonable rates.

(V.A.C.S. Art. 1446c-0, Sec. 3.604(b) (part).)

Sec. 56.105. TRIAL SERVICE COSTS AND DESIGN INFORMATION. If the commission orders a local exchange company to provide for a trial telecommunications relay access service for persons with an impairment of hearing or speech, all pertinent costs and design information from the trial must be made available to the public.

(V.A.C.S. Art. 1446c-0, Sec. 3.604(b) (part).)

Sec. 56.106. TELECOMMUNICATIONS RELAY ACCESS SERVICE ASSESSMENTS.

- (a) The commission shall set appropriate assessments for all telecommunications utilities to fund the telecommunications relay access service.
- (b) In setting an assessment, the commission shall consider:
 - (1) the aggregate calling pattern of service users; and
 - (2) any other factor the commission finds appropriate and in the public interest.
- (c) The commission shall:
 - (1) review the assessments annually; and
 - (2) adjust the assessments as appropriate.

(V.A.C.S. Art. 1446c-0, Sec. 3.604(d).)

Sec. 56.107. UNIVERSAL SERVICE FUND SURCHARGE.

- (a) A telecommunications utility may recover the utility's universal service fund assessment for the telecommunications relay access service through a surcharge added to the utility customers' bills.

- (b) The commission shall specify how each telecommunications utility is to determine the amount of the surcharge.
- (c) If a telecommunications utility imposes the surcharge, the bill shall list the surcharge as the "universal service fund surcharge."

(V.A.C.S. Art. 1446c-0, Sec. 3.604(c).)

Sec. 56.108. SELECTION OF TELECOMMUNICATIONS RELAY ACCESS SERVICE CARRIER.

- (a) The commission shall select one telecommunications carrier to provide the statewide telecommunications relay access service.
- (b) The commission shall make a written award of the contract to the telecommunications carrier whose proposal is the most advantageous to this state, considering:
 - (1) price;
 - (2) the interests of the community of persons with an impairment of hearing or speech in having access to a high quality and technologically advanced telecommunications system; and
 - (3) any other factor listed in the commission's request for proposals.
- (c) The commission shall consider each proposal in a manner that does not disclose the contents of the proposal to a telecommunications carrier making a competing proposal.
- (d) The commission's evaluation of a telecommunications carrier's proposal shall include the:
 - (1) charges for the service;
 - (2) service enhancements proposed by the carrier;
 - (3) technological sophistication of the network proposed by the carrier; and
 - (4) date proposed for beginning the service.

(V.A.C.S. Art. 1446c-0, Sec. 3.604(e).)

Sec. 56.109. COMPENSATION OF CARRIER.

- (a) The telecommunications carrier that provides the telecommunications relay access service shall be compensated at rates and on terms provided by the carrier's contract with the commission.

(b) The compensation may include:

- (1) a return on the investment required to provide the service; and
- (2) compensation for unbillable or uncollectible calls placed through the service.

(c) Compensation for unbillable or uncollectible calls is subject to a reasonable limitation determined by the commission.

(V.A.C.S. Art. 1446c-0, Sec. 3.604(f).)